



Citrix Workspace™

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Citrix Workspace™ Overview

October 8, 2025

Citrix Workspace is a service that provides secure access to your virtual apps, desktops, web and SaaS apps from a web browser or Citrix Workspace app. For an overview of the services available through Citrix Workspace, see [Cloud-hosted services through Citrix Workspace](#).

Citrix Workspace is a cloud service managed by Citrix. If you wish to deploy this functionality in your own environment on-premise then see [StoreFront](#).

End users authenticate to their workspaces using the selected identity provider. When users launch resources through Citrix Workspace they single sign-on to avoid having to re-enter credentials. For more information on configuring Workspace authentication, visit [Configure authentication](#).

Get started

See [Get started with Citrix Workspace](#).

End user access

End-users connect to Citrix Workspace from their devices using either [Citrix Workspace app](#) or their web browser. For more information, see [User access](#)

Cloud-hosted services through Citrix Workspace

End users use Citrix Workspace to access the resources provided by cloud-hosted services.

This section describes the main cloud-hosted services that can be enabled for Citrix Workspace, depending on your entitlements.

Citrix DaaS™

Citrix DaaS™ is a service that provides app and desktop virtualization, giving IT control of on-prem or cloud-hosted virtual machines, applications, and security while providing anywhere access for any device. End users can use applications and desktops independently of the device's operating system and interface. For more information, see [Citrix DaaS](#).

If you're an on-premises Virtual Apps and Desktops customer, it is recommended that you first migrate to Citrix DaaS before adopting Citrix Workspace.

SaaS and Web apps, secured with the Citrix Secure Private Access™ service

Citrix Secure Private Access provides single sign-on (SSO) to Web and SaaS apps and allows internal web apps to be accessed remotely. The service also allows you to manage access permissions and control policies.

For more information on using **Citrix Secure Private Access** service, visit [Tech Brief: Secure Private Access](#).

Citrix Remote Browser Isolation™ service

Integrate **Citrix Remote Browser Isolation service** into your workspaces to isolate web browsing and protect the corporate network from browser-based attacks. When subscribers navigate to the Workspace URL, their published browsers are shown, along with other apps and desktops that are configured in other Citrix Cloud services.

To give end users access to a remote isolated browser, set up [Remote Browser Isolation](#). After that, test and share the Workspace URL with your end users.

What's new

February 2, 2026

Product updates are automatically rolled out to all customers when they are available. Depending on the feature, it may be enabled by default for end users or may need to be configured by an administrator, see individual features for more details. Updates are rolled out over a period of a few days so may not be visible immediately.

February 2025

Previously when an end user accessed their store from a web browser, it only displayed resources requiring App Protection if they installed Citrix Web Extension. You can now choose to always show, or always hide resources requiring App Protection. For more information, see [Show or hide resources requiring App Protection](#).

December 2025

It is now possible to configure more than 10 Workspace URLs. The default limit remains at 10. If you need more URLs, please contact your Citrix representative.

November 2025

Single Sign-on to VDAs using Entra ID

When authenticating using Entra ID, it is now possible to single sign-on to VDAs without needing FAS. For more information, see [Entra ID SSO to VDAs](#).

October 2025

Citrix Workspace launcher on Linux

[Citrix Workspace launcher](#) is a component of Citrix Workspace app that allows the web browser to detect Citrix Workspace app and launch ICA files in-memory. This improves security by preventing ICA files from being saved to disk. This is now enabled on Linux.

The first time users on Linux open a store website in their browser, or after clearing site data, users are prompted to [detect Citrix Workspace app](#) using Citrix Workspace Launcher. Subsequently when users launch apps and desktops it invokes Citrix Workspace Launcher.

As an alternative consider [installing Citrix web extension](#) which enables in memory ICA launch without any additional user interface prompts.

Admin consent to stay signed in

Administrators can now provide consent on behalf of end users to Stay signed in. This removes the prompt users otherwise see when they log in to Citrix Workspace app. For more information, see [Stay logged in to Citrix Workspace app](#).

Configure Always prompt end users for their credentials per network connectivity type

Administrators can now configure different values of **Always prompt end users for their credentials** depending on the device's network connectivity type. For more information, see [Configure sessions per network connectivity type](#).

May 2025

Inactivity timeouts per connectivity type

Administrators can now configure different inactivity timeouts depending on the device's network connectivity type. For more information, see [Configure sessions per network connectivity type](#).

Displays power state of Dedicated desktops

The Workspace User Interface (UI) now provides visibility into the power state of your dedicated desktops. The power state indicates whether a dedicated desktop is Powered On, Powered Off, or in a suspended state (in Hibernation). This enhancement allows users to quickly identify the status of their desktops, enabling them to make informed decisions and manage their resources more effectively.

Notes:

- This feature is enabled by default.
- This feature is backward compatible with previous versions of Citrix Workspace™ app.

For more information, see [Displays power state of dedicated desktops](#).

Configure a custom dialog to be displayed after log in

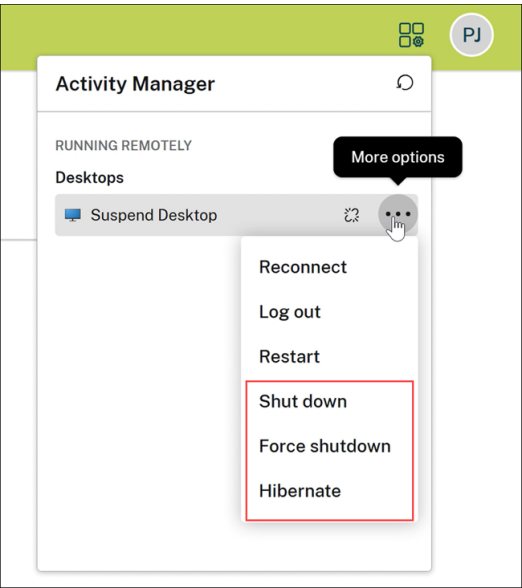
You can configure a custom dialog that is displayed after users log in. It is displayed on all clients including web, desktop, and mobile devices. You can use it to display information such as company usage policy, or an upcoming maintenance window. Users must accept the dialog before proceeding to their resources.

The admin can decide how often the dialog is shown on a per-device basis that is, only once, every day, every 7 days, or every 30 days.

For more information, see [Configure a custom dialog to be displayed after log in](#).

April 2025**Enhanced Activity Manager experience and introducing power management control**

The Activity Manager feature is now enabled by default, allowing users to disconnect, log out, and restart their virtual sessions. Additionally, administrators can manage the power management controls such as shut down, force shut down, and hibernate virtual sessions using Citrix Cloud.



For more information, see [Power management controls](#).

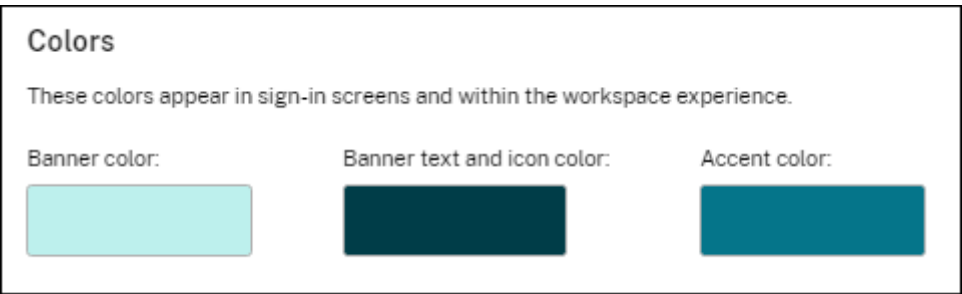
March 2025

Color customization applies to Workspace UI elements

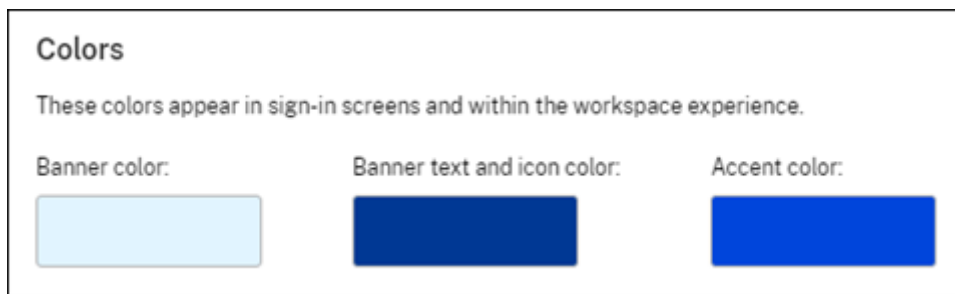
This feature introduces enhancements in the following areas:

- **Full UI Color Customization:** Consistent color scheme now applies to Workspace UI elements.
- **Unified Blue Theme:** A new default blue theme has been implemented to align with common end-user themes across all Citrix apps. Admins can still customize the colors to their preference using Citrix Cloud.

Old default color:

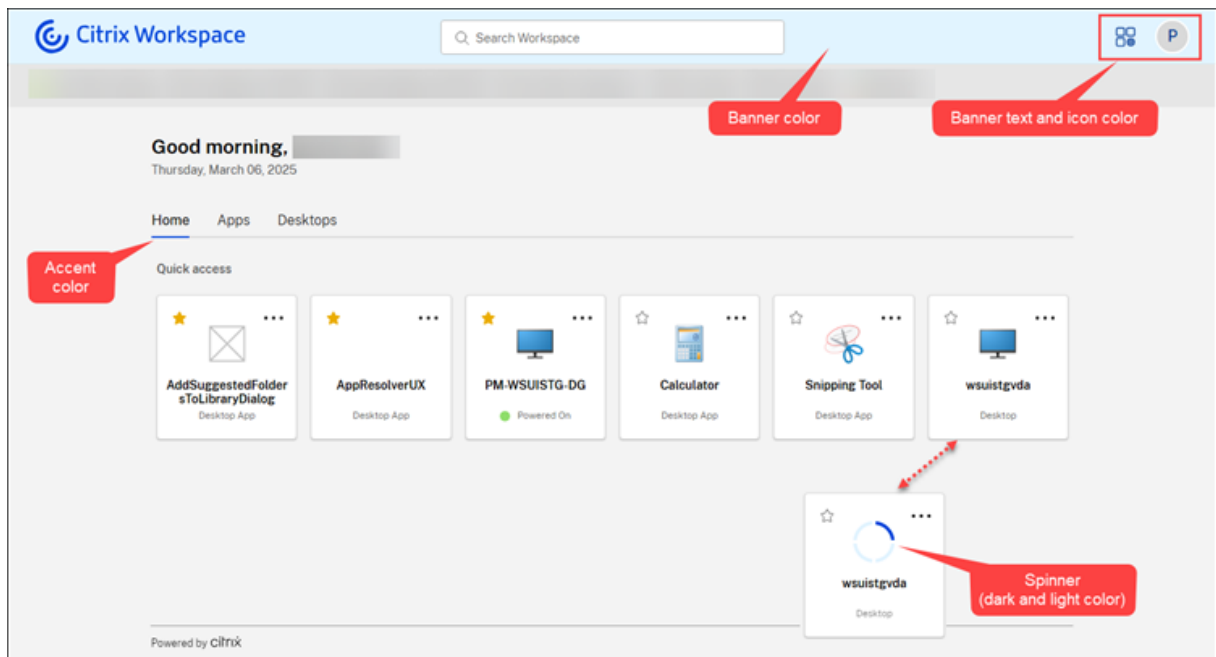


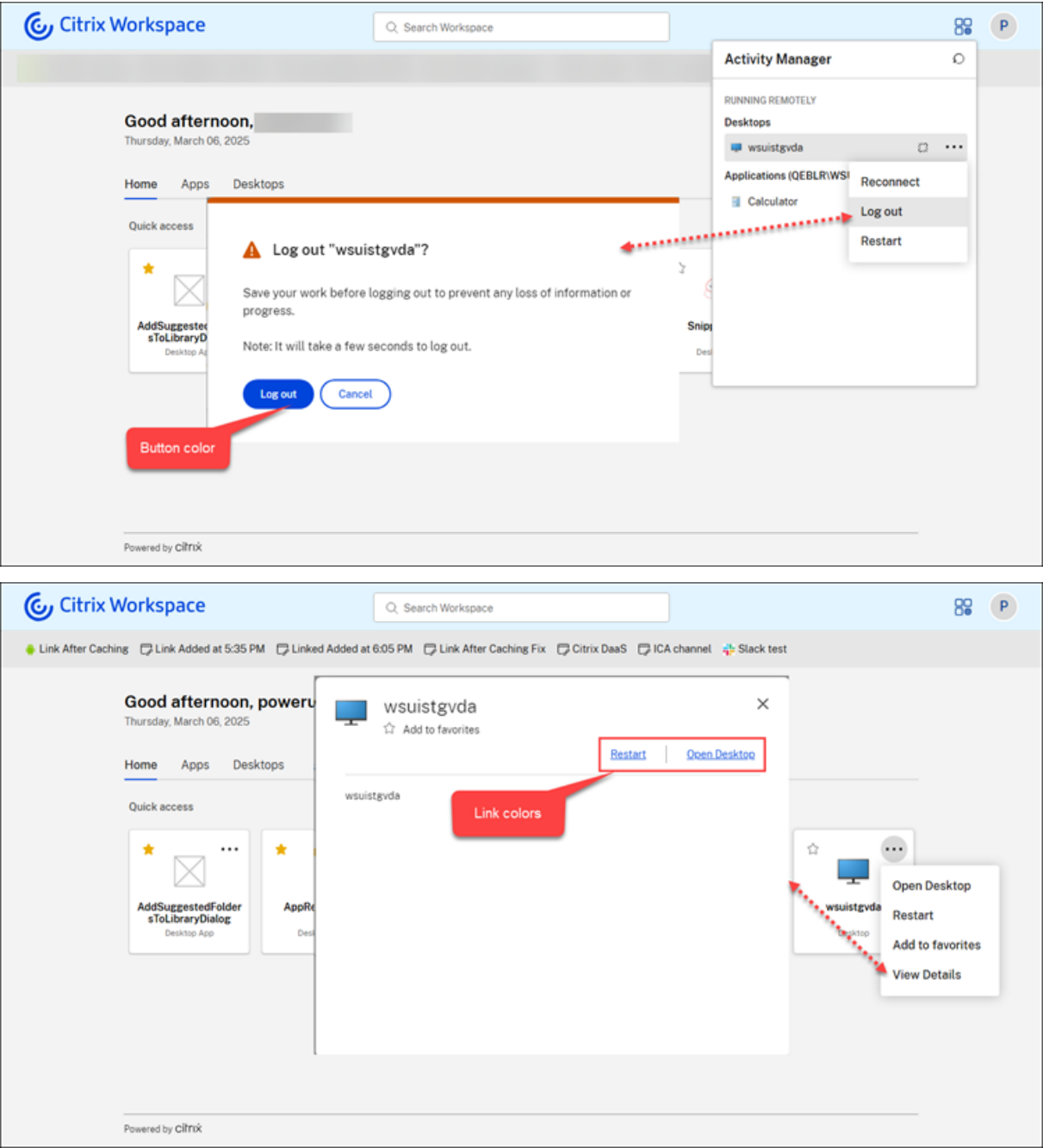
New default color:



The color change impacts various elements of the UI, including:

- The banner text and icon color
- The accent, which is a line below certain elements
- The spinner (both the dark and light colors within the spinner)
- Buttons
- Links



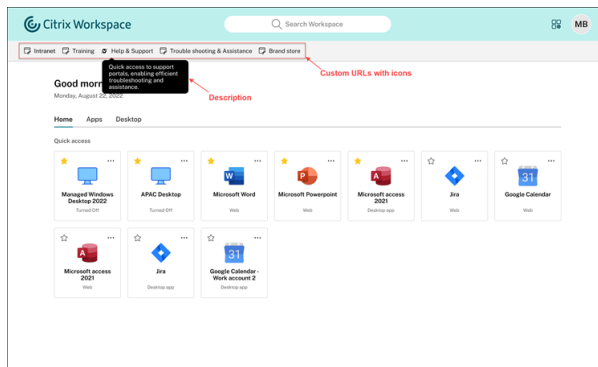


For more information, see [Customize the appearance of workspaces](#).

Pinned links

Pinned links refer to customer-defined hyperlinks that provide quick access to specific websites. This feature functions as a shortcut that helps users to efficiently navigate to websites directly from the Workspace UI. Important links, such as support websites or company portals, can be made available to the users without needing them to search for these links. It makes the navigation effortless and

faster.



This feature is supported on both Citrix Workspace web clients and native Citrix Workspace app.

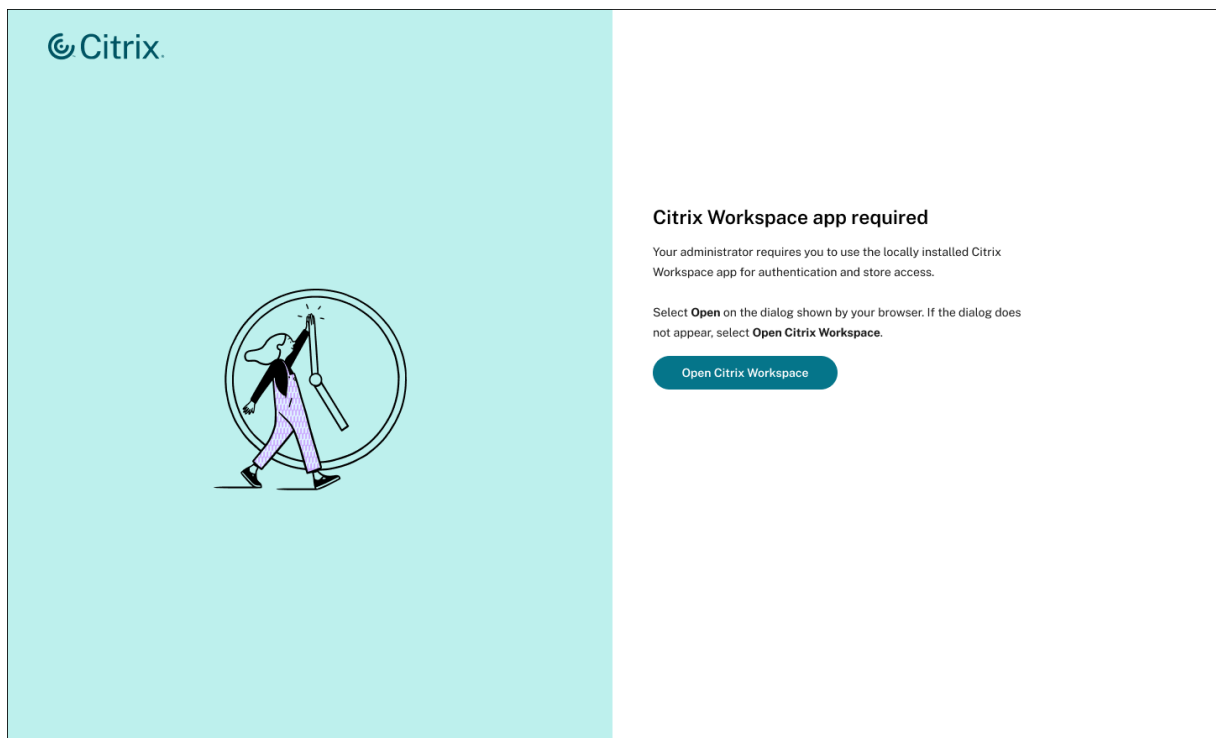
For more information, see [Pinned links](#).

November 2024

Mandate users to authenticate and open apps and desktops only through the native Citrix Workspace app

Administrators can enforce the use of the native Citrix Workspace app, eliminating the option for users to access the Citrix Workspace web client on browsers. This feature is designed for customers who want to leverage the full benefits of the native app. The native app offers advantages such as built-in App Protection service, no browser version compatibility issues, enhanced security and telemetry for monitoring and troubleshooting.

When the administrators enable this feature, end users see the following webpage when they attempt to access the web client by entering the store URL in a browser.



Once users click **Open Citrix Workspace**, the store is automatically added to the native app for an easier transition from the web client to the native app. This feature is available for Citrix Workspace app for Windows, Mac, Android, and iOS. For more information on compatible native app versions for automatic store addition, see [Compatible versions of Citrix Workspace app](#).

Note:

The feature is applicable to cloud stores for all supported browsers.

For more information, see [Customize store access](#).

Reconnect and transfer apps and desktops through Activity Manager

Activity Manager introduces reconnect and transfer resource features. The reconnect feature lets end users easily reconnect to disconnected apps and desktops in Citrix Workspace app. The transfer feature allows end users to transfer active sessions from other devices to the current device.

For more information, see [Reconnect to disconnected apps and desktops](#) and [Transfer your apps and desktops](#).

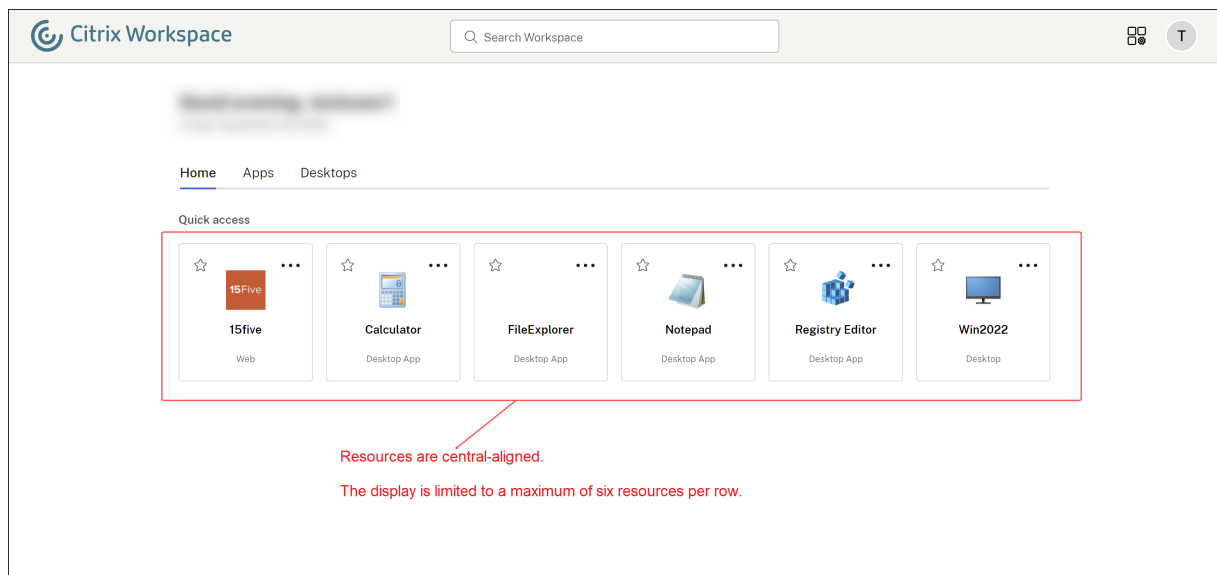
Custom announcements per Workspace URL

Administrators can now configure different custom announcements depending on the Workspace URL. For more information, see [send custom announcement](#).

October 2024

Enhanced UI centralized layout

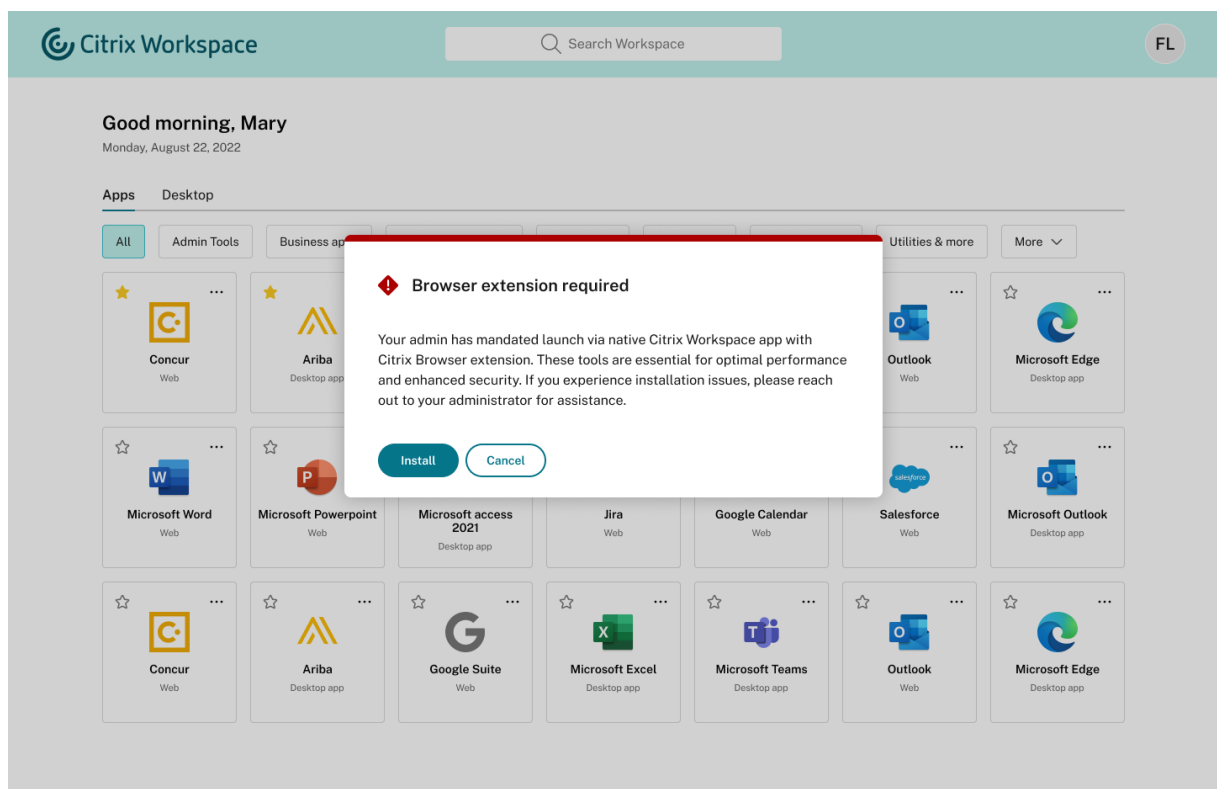
The Workspace UI has a better resource alignment, unlike the previous layout where resources stretched across the entire width of the screen, the enhanced UI offers a more visually appealing design by centrally aligning the resources and limiting the display to a maximum of six resources per row. This enhanced UI provides a better user experience, leading to improved productivity.



August 2024

Manage installation prompt for Citrix Web extension

You can now manage the display of the installation prompt for the Citrix Web extension. Enabling the prompt allows Workspace to detect whether the extension is installed on the user's device when they open Citrix Workspace from a browser. If the extension isn't installed, users are prompted to download and install it. Once users install the extension, it helps to open the apps and desktops in the native Citrix Workspace app automatically without the intervention of Workspace detection screen. As per your preference, you can set the prompt as either mandatory or optional. This prompt feature is compatible with Google Chrome and Microsoft Edge browsers.



When users click the **Install** button, it redirects the users to the respective browser's web extension store, where they can download the Workspace Web extension. The prompt won't appear next time once the user downloads and installs the extension. For more information about managing the prompt, see [Launching apps and desktops](#).

July 2024

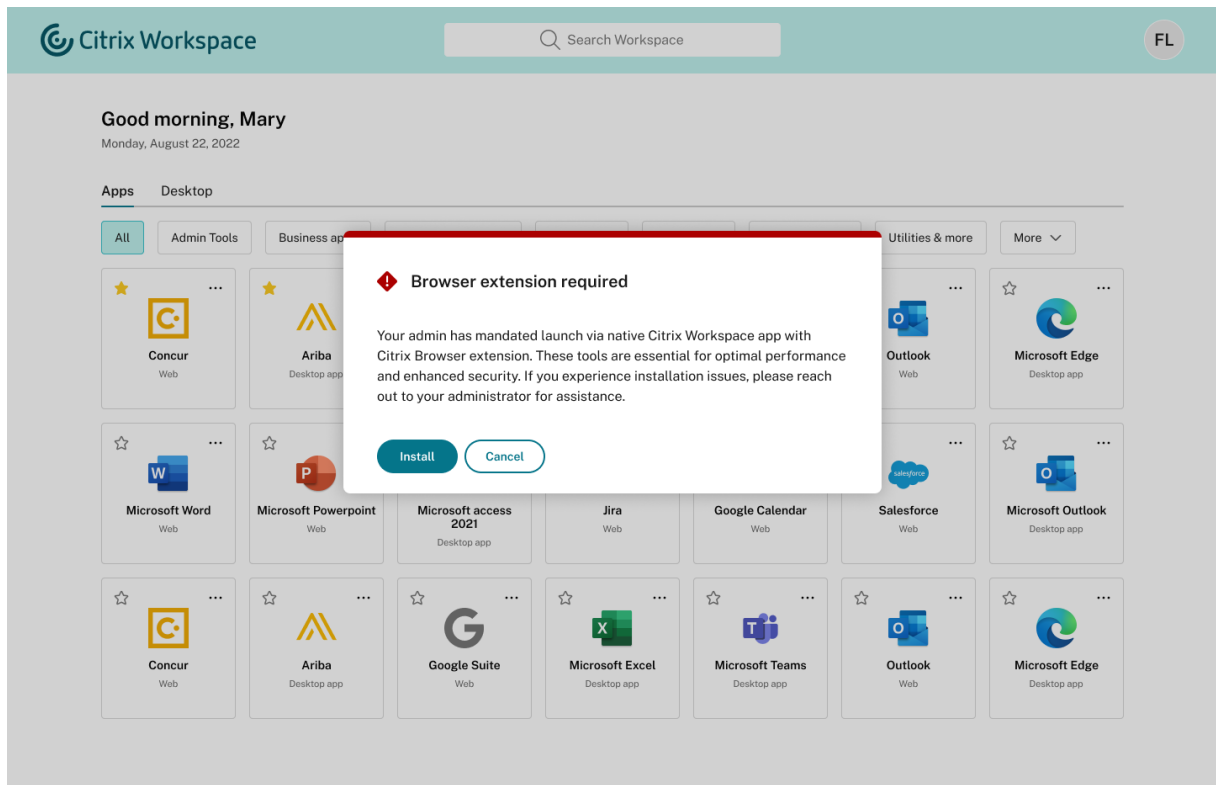
Configure store names for your store URL

Administrators can now add custom store names while adding stores to Citrix Workspace app. Store names make identifying and distinguishing the stores easier for end users. Previously, in a multiple Workspace URL setup (subdomains of cloud.com), all the stores would be called "Store", with an automatically generated numeric suffix. For example, Store 1, Store 2, Store 3, and so on. This arrangement made it difficult for the administrators and end users to associate the store name with the store URLs.

With this feature, admins can give the stores a short name that end users can recognize. In addition, admins have the capability to enable or disable the ability for end users to modify the store name on their Citrix Workspace app.

For more information, see [Configure store names for your store URL](#).

Manage installation prompt for Workspace Web extension You can now manage the display of the installation prompt for the Workspace Web extension. Enabling the prompt allows Workspace to detect whether the extension is installed on the user's device when they open Citrix Workspace from a browser. If the extension isn't installed, users are prompted to download and install it. Once users install the extension, it helps to open the apps and desktops in the native Citrix Workspace app automatically without the intervention of Workspace detection screen. As per your preference, you can set the prompt as either mandatory or optional. This prompt feature is compatible with Google Chrome and Microsoft Edge browsers.



When users click the **Install** button, it redirects the users to the respective browser's web extension store, where they can download the Workspace Web extension. The prompt won't appear next time once the user downloads and installs the extension. For more information about managing the prompt, see [Launching apps and desktops](#).

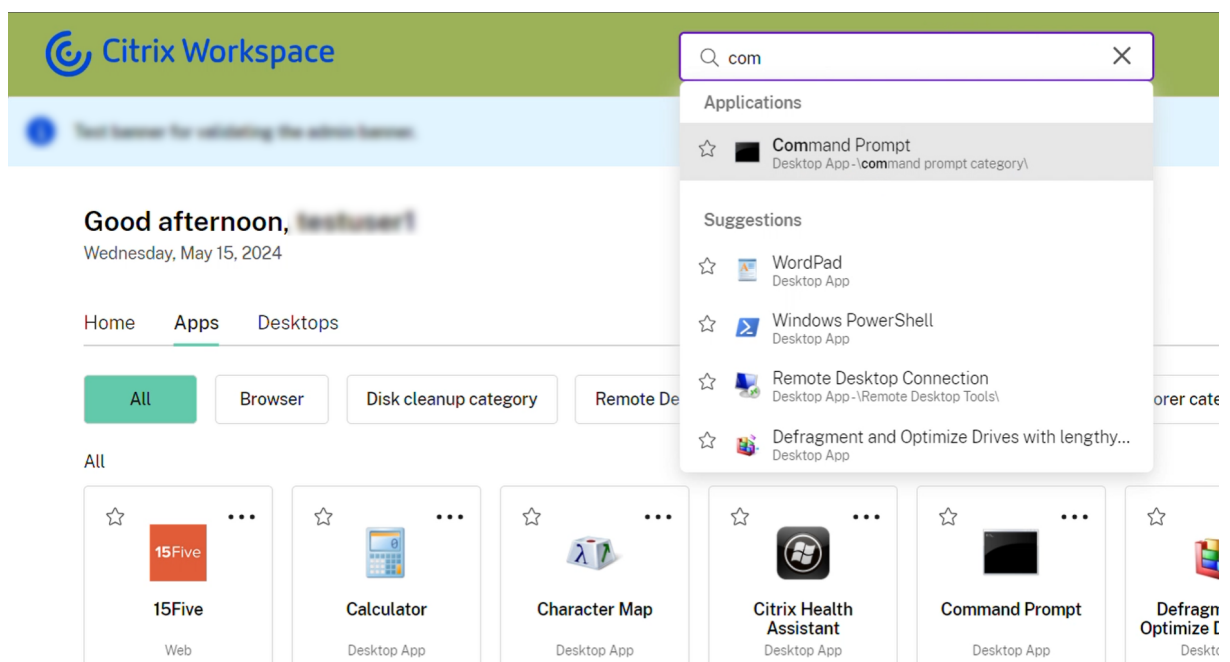
Deprecation of old Workspace UI

The old Workspace UI experience is now deprecated. Administrators no longer have the option to enable the old UI for end users. The new Workspace UI offers a better user experience and increases productivity, and it is enabled by default.

May 2024

Enhanced search experience

The Citrix Workspace app introduces an enhanced search engine feature, allowing end users to view the app path alongside search results. This functionality assists end users in quickly identifying an app's location. Long app paths are truncated to maintain a clean and uncluttered search results list. You can see the complete path when hovering the mouse pointer over the path's breadcrumb. Additionally, the category name will be highlighted in bold for easy recognition if it matches the search input.



Performance improvement

Citrix Workspace UI now loads faster than before after the enhancements in the following areas:

1. Parallelizing user authentication and Workspace UI loading Citrix Workspace UI loads quickly while the user authentication check runs in the background. Unlike previous Citrix Workspace UI, the new version stores cache data locally of previous sessions and reuses it for quicker app opening. Consequently, the app no longer requires users to wait for authentication checks to complete.

Previously, users could access the app only after the authentication checks were complete. This delay of around 1-2 seconds has now been rectified, allowing returning users to enter the store url and start accessing the Workspace UI while the user authentication check runs in the background. If the user session is found to be not logged in during the background check, the app prompts the user for

authentication to continue the session. Additionally, the app continues to refresh app data in the background so that this data can be used in subsequent sessions.

2. Caching Workspace UI The Workspace UI now loads from cache, resulting in quicker opening of the app than before. Additionally, Workspace UI refreshes itself in the background to fetch the latest version of UI whenever the user minimizes the Workspace app, switches to another browser tab from Workspace web app tab or reloads the app.

Note:

The performance improvement is applicable when using both a web browser and Citrix Workspace Web app.

Hibernate and Resume virtual desktop sessions

Users can now hibernate their virtual desktop sessions on Citrix Workspace app when not in use and resume them from where they left off. The hibernate action preserves the entire state of the desktop session, including the running apps. The feature allows the users to seamlessly resume their sessions upon signing back again. When resumed, the desktop session launches faster compared to stopped or deallocated virtual desktops.


Citrix Activity Manager's Hibernate and Resume feature represents a significant advancement in VDI management, offering organizations a powerful tool to optimize resource utilization and enhance user experience. This feature efficiently manages resources, improves user experience, and reduces energy consumption during hibernation, resulting in significant cost savings.

For more information on configuring this feature on user devices and performing hibernation and resume operations, see [Hibernate and Resume virtual desktop sessions](#).

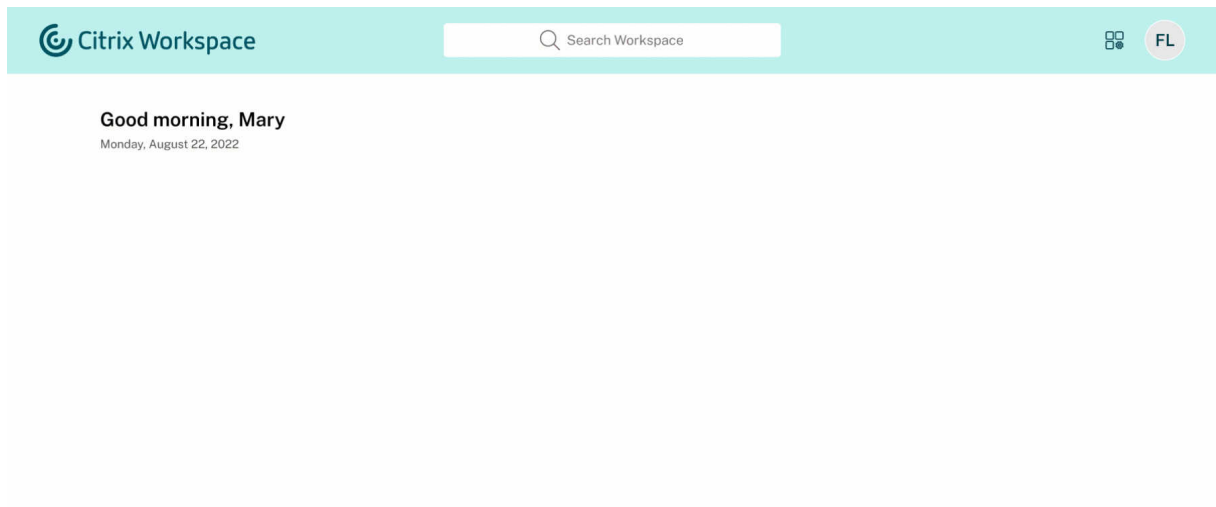
March 2024

Activity Manager has manual refresh option

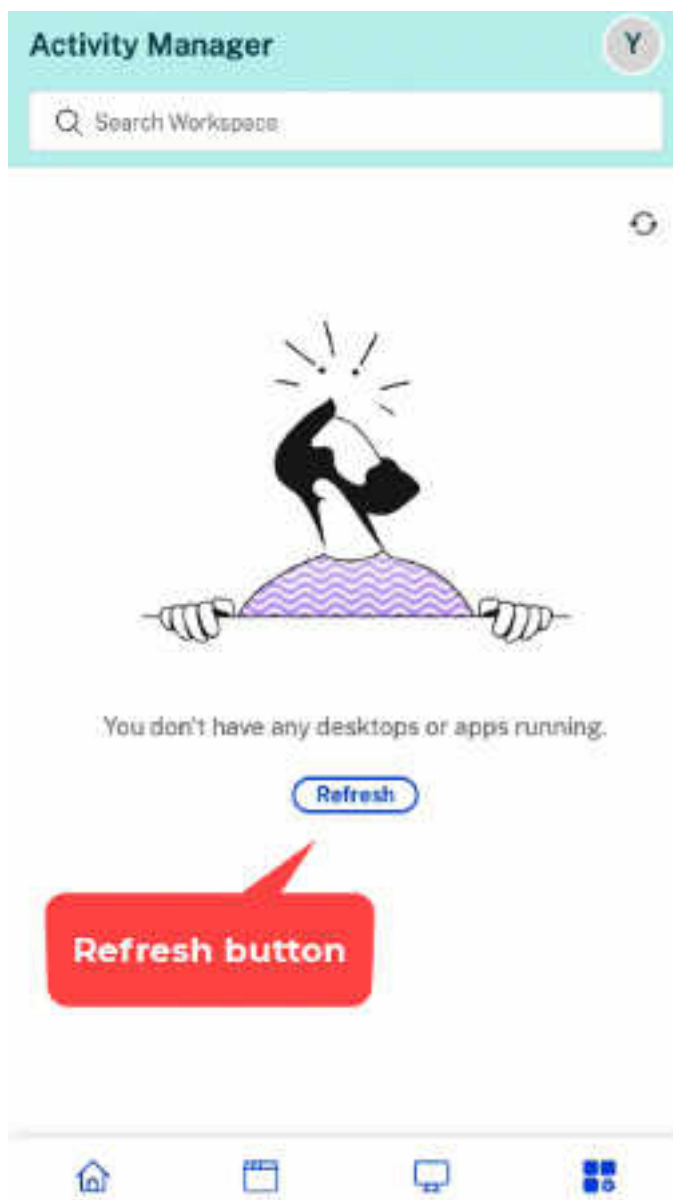
With this release, end users can now manually refresh the list of items within the **Activity Manager** for the cloud store, accessible on both desktops and mobile devices. They are no longer required to restart the **Activity Manager** to see the updated list. Two options are available to refresh the list: a refresh button and a refresh icon. End users can use the **Refresh** button when the **Activity Manager**

screen is empty, and they can use the refresh icon  to update the existing list. This new feature enhances the end user experience by allowing them to manage the sessions within the **Activity Manager** more efficiently and conveniently.

Activity Manager on desktop version:

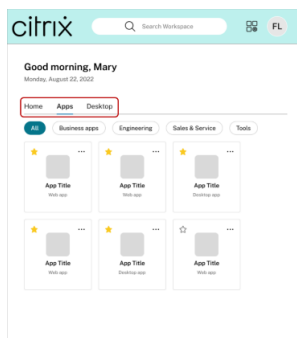


Activity Manager on mobile version:



Disable Simple View of Workspace UI

Currently, when users launch Citrix Workspace app with fewer than 20 resources, they see the screen with Simple View where users don't see navigation tabs, like Home, Apps, and Desktops. All the apps and desktops are consolidated on one page and administrators don't have the control to disable this view. With this release, you can disable the Simple View and customize the new Workspace UI as per your preference.



Even if the number of resources are less than 20, you can still use the navigation tabs if you prefer a consistent view for your users. For more information on how to manage the Simple View, see [Simple view](#).

Feb 2024

Create multiple Workspace URLs - General Availability (GA)

The multiple Workspace URL feature is now generally available for all users. You can now create multiple Workspace URLs (subdomains of cloud.com) and use these URLs as policy inputs. For example, you can configure different URLs for different subsidiaries or divisions within your organization. Each of these URLs can have different branding, authentication methods, or desktops and apps.

Note:

You can create a maximum of 10 URLs for your Workspace.

Each store is accessible by a unique URL can differ in the following aspects:

- [Branding of the UI \(post login\)](#)
- [Apps and desktops](#)
- [Authentication configuration \(such as different identity providers\)](#)

For more information, see [Configure multiple Workspace URLs](#).

Support for Finnish language

Citrix Workspace UI is now available in the Finnish language.

Dec 2023

Create multiple Workspace URLs (Technical Preview)

You can now create multiple Workspace URLs (subdomains of cloud.com) and use these URLs as policy inputs. For example, you can configure different URLs for different subsidiaries or divisions within your organization. Each of these URLs can have different branding, authentication methods, or desktops and apps.

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You can create a maximum of 10 URLs for your Workspace.

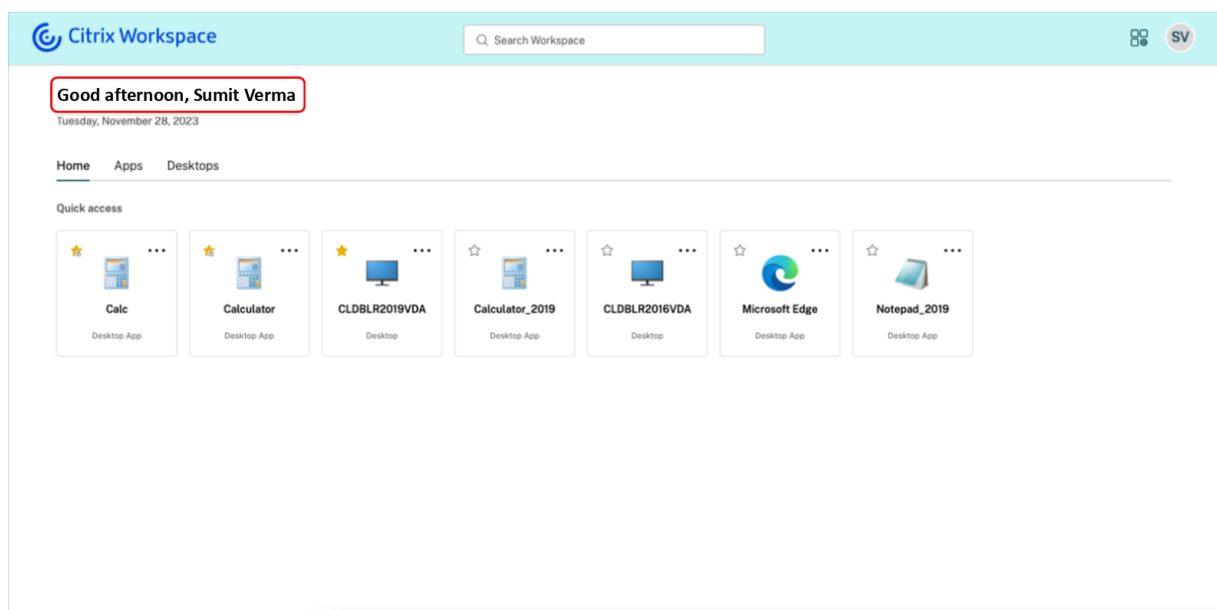
Each store is accessible by a unique URL can differ in the following aspects:

- [Branding of the UI \(post login\)](#)
- [Apps and desktops](#)
- [Authentication configuration \(such as different identity providers\)](#)

For more information, see [Configure Workspace URLs](#).

View user's display name and profile picture on Workspace UI

With this release, users can now view their display name and profile picture on the Workspace UI. The user's display name is shown along with the greetings. The profile picture, initials, or a generic image appears on the user menu at the upper-right corner. Admins must note that Workspace UI displays this information only if the Active Directory fetches valid data.



For more information, see [Manage user's display name and profile picture](#)

Nov 2023

Configure a custom domain - General Availability

The Custom Domain feature is now generally available. You can configure a custom domain for your workspace, which allows you to use a domain of your choice to access your Citrix Workspace store. You can then use this domain in place of your assigned cloud.com domain for access from both a web browser and Citrix Workspace applications. For more information, see [Configure a custom domain](#).

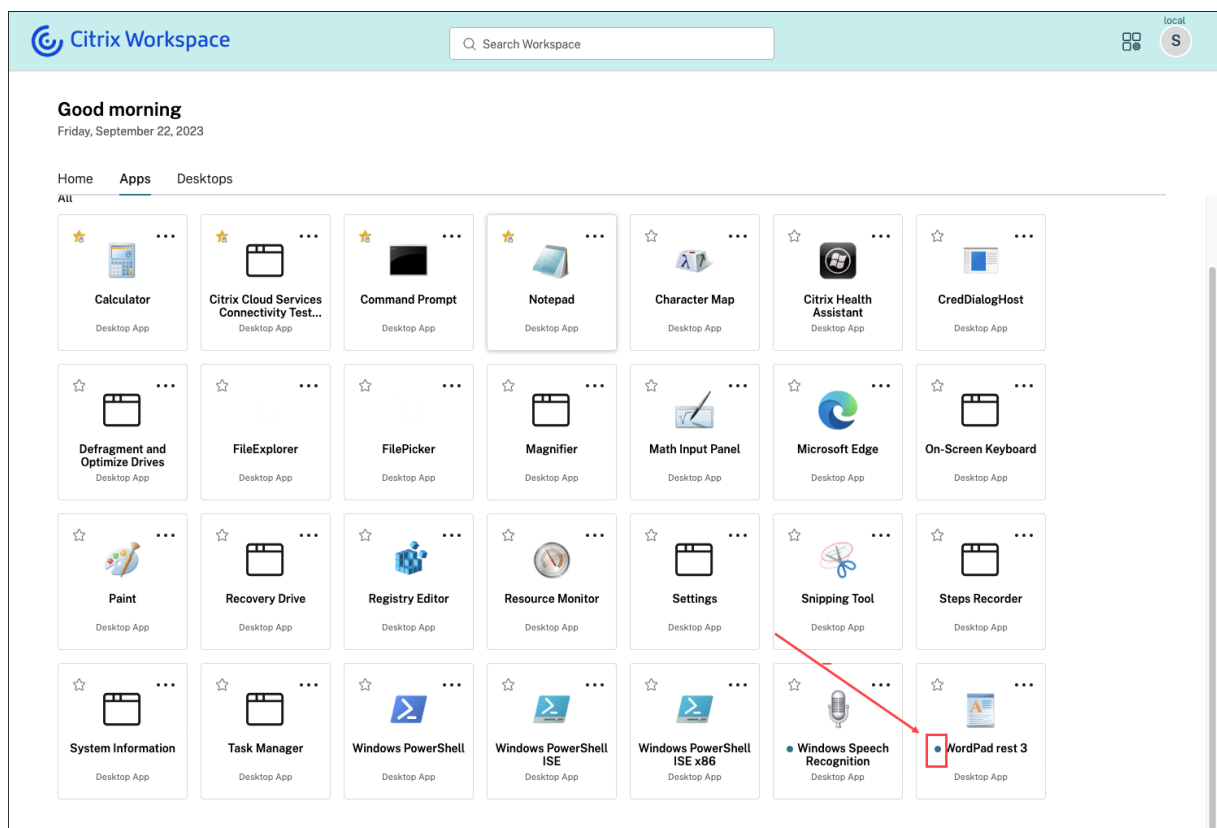
Removal from Google indexing

Google Search indexing has been removed from Citrix Workspace to prevent Workspace URLs from appearing in Google's search results. However, if your URLs have already been indexed by Google, you must take steps to remove them. For more information, see [Remove a page hosted on your site from Google](#).

October 2023

Streamlined discovery of new apps

End users can now easily spot newly added apps, making it easier to explore and utilize the latest apps. When an admin delivers a new app to an end user, it is highlighted on the end user's workspace and a green dot is displayed on the app tile for the first time.



September 2023

The new Workspace user interface is now generally available. It introduces new UI capabilities with a modern look and feel for a cleaner view. The UI enhancements are applicable for web, desktops, and mobile. Admins can enable it for their end users from Workspace **Configuration > Customize > Features**. For more information, see [User experience](#).

Note:

By default, the new UI toggle will be in a disabled state for the next 6 months unless enabled by admins. After 6 months, the new UI will be enabled for all users by default and the current UI experience will be deprecated. Admins need to transition their users to the new UI within the next 6 months.

Activity Manager

The Activity Manager feature is now generally available on the new UI for cloud. Activity Manager is a simple yet powerful feature that empowers users to effectively manage their resources. It enhances productivity by facilitating quick actions on active and disconnected apps and desktops.

from any device. Admins can enable this feature for their end users from Workspace **Configuration>Customize>Features>Activity Manager**.

Once enabled, apps and desktops that are either active or in a disconnected state are displayed on the Activity Manager panel. Apps are grouped under their respective sessions. End users can click the ellipses (...) icon to take quick actions:

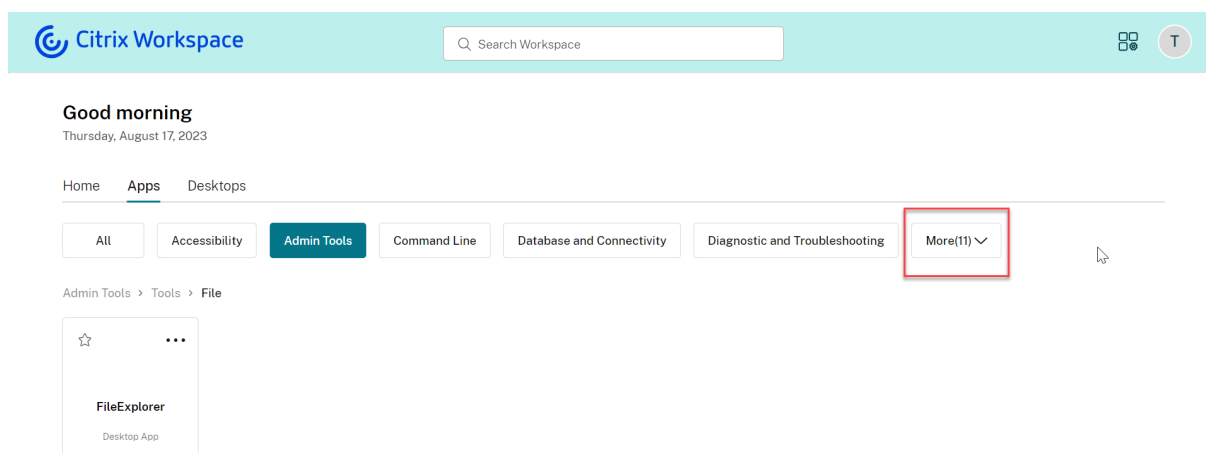
- **Disconnect:** Disconnects the remote session but the apps and desktops are active in the background.
- **Log out:** Logs out from the current session. All the apps in the sessions are closed, and any unsaved files are lost.
- **Shut Down:** Closes your disconnected desktops.
- **Force Quit:** Forcefully powers off your desktop in case of a technical issue.
- **Restart:** Shuts down your desktop and start it again.

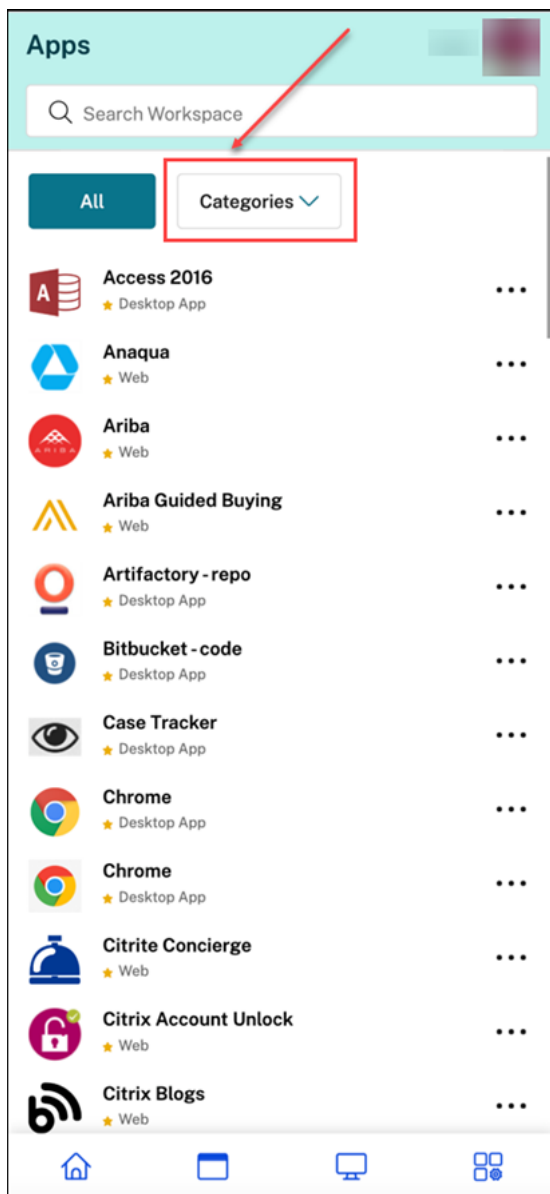
For more information, see [Activity Manager](#).

App categorization

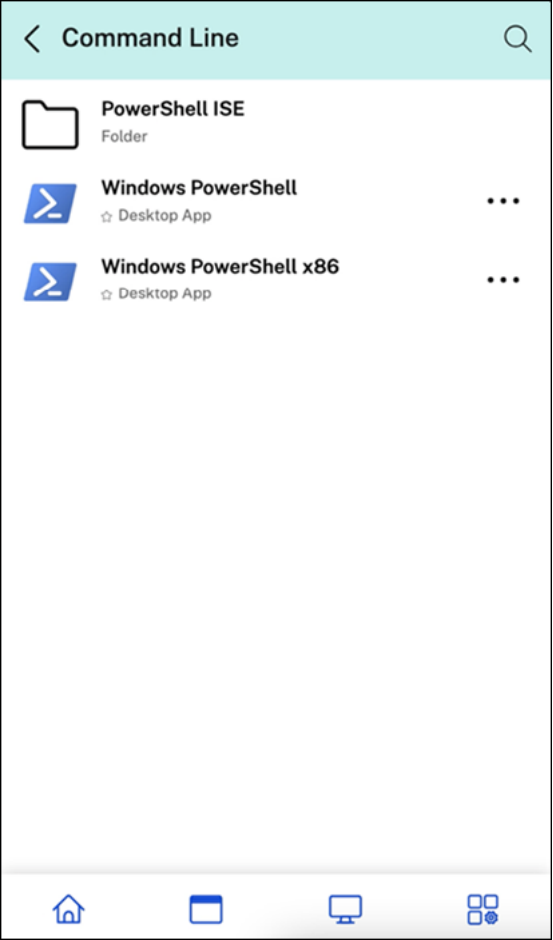
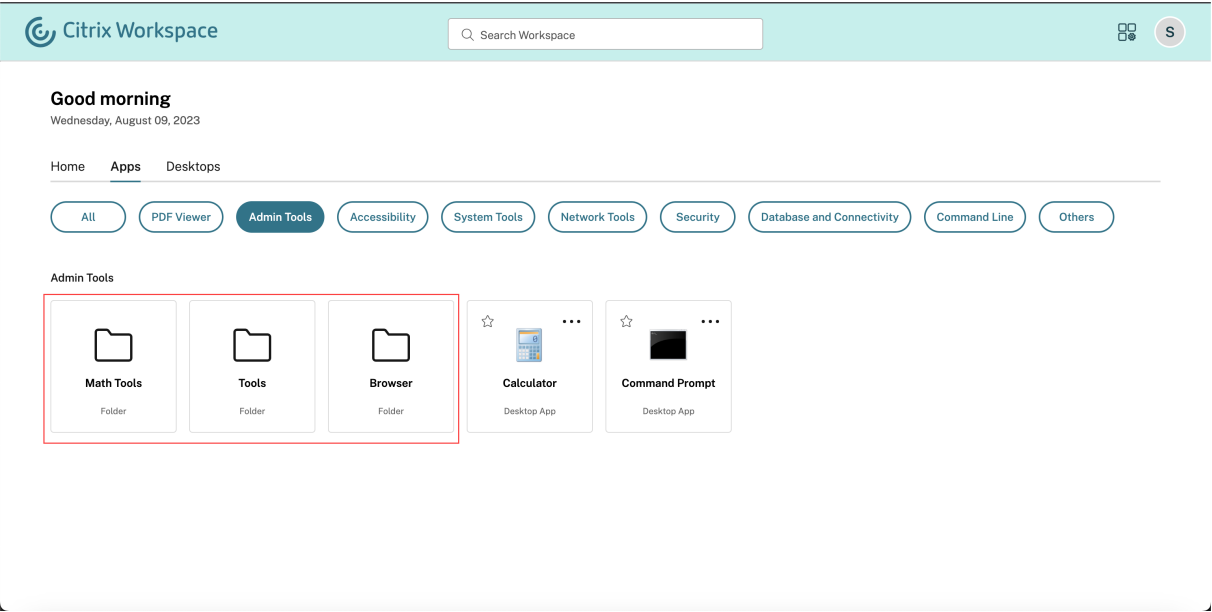
End users can view their applications organized into categories and sub-categories on the Workspace user interface. If the categorization involves more than two levels, end users will see their applications arranged within a folder structure. The navigation breadcrumbs are visible to the users.

When the number of primary categories created by the admins exceeds the available space on the user's screen, the user interface adjusts based on the screen size, and dynamically moves categories under the **More** dropdown.





From the second level of categorization, end users will see a folder structure. The organized multi-level structure makes for a clutter-free, optimized experience that helps enhance the overall user satisfaction. For more information on creating folders and sub-folders, see [Create delivery groups](#).

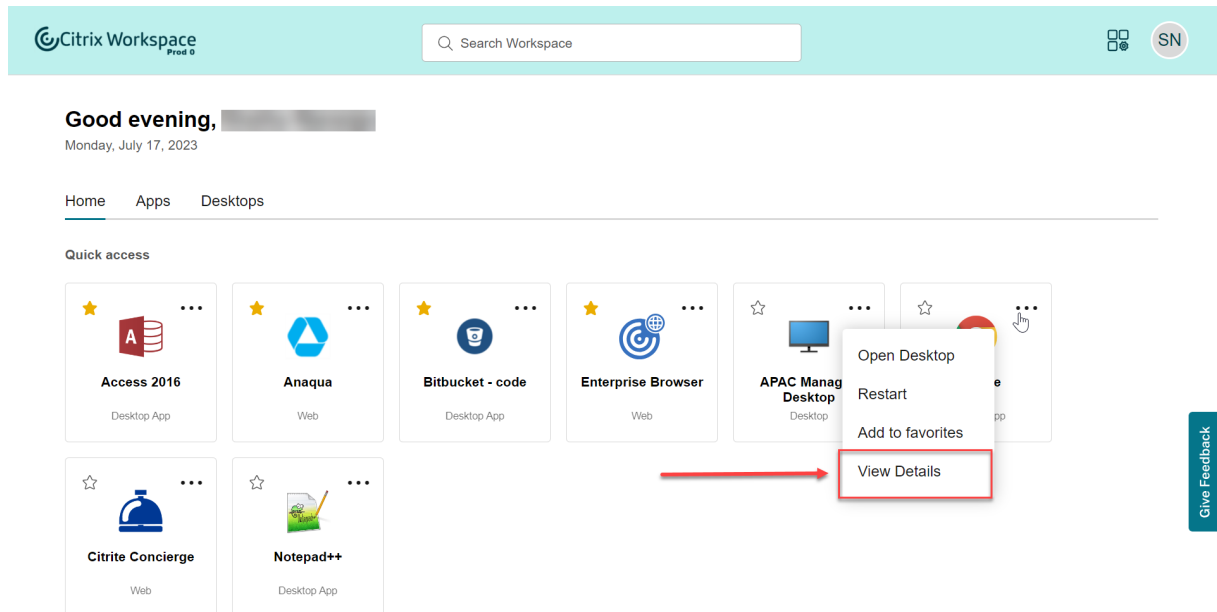


For more information, see [Add folder path](#)

View description of apps and desktops

End users can now view the description provided by admins for apps and desktops. These descriptions aid in comprehending the intended functionality of an app or desktop. They are especially useful in case multiple apps exist with the same name but differ in their configuration, location, environment, etc.

To view the description of an app or desktop, click ellipses on the respective tile and then click **View Details**.



Enhanced first-time user experience

When you launch the downloaded or Citrix from a browser for the first time, you're prompted with a screen that lists the relevant apps. These apps are decided by the admin, and you can add these apps as favorites with a single click.

Enhanced search experience

The enhanced **Search** feature gives you faster results from the search engines. The **Search** option allows you to do a quick and intuitive search from within the Workspace app.

Deprecation announcement for Internet Explorer

Support for Internet Explorer is deprecated and will be removed in the last week of 2023. Until then, Internet Explorer will display the legacy user interface without any new features, bug fixes, or security patches.

August 2023

Add your own TLS certificate for custom domain (Preview)

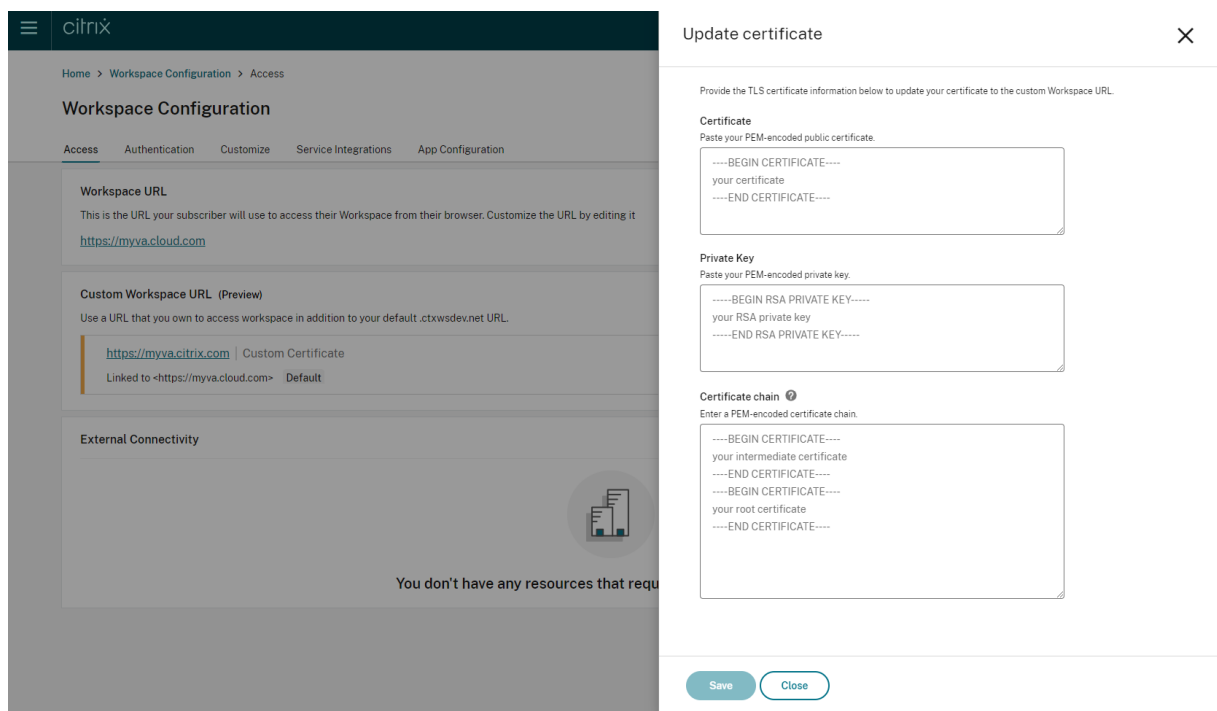
You can now upload your own TLS certificate for authentication while configuring a custom Workspace URL. Before uploading a certificate, ensure that the certificate fulfills the following conditions.

- It should be PEM encoded.
- It should remain valid for at least next 30 days.
- It should be used exclusively for custom Workspace URL, wildcard certificates are not acceptable.
- The common name of the certificate should match the custom domain.
- SANs on the certificate should be for the custom domain, any additional SANs are not allowed.
- The duration for which the certificate is valid should not exceed 10 years.

To add your certificate, navigate to the **Provide a URL** page, and select the Add your own certificate option under **Select TLS certificate management preference**.

The screenshot shows the Citrix Workspace Configuration interface. On the left, the 'Workspace Configuration' sidebar is visible with tabs for 'Access', 'Authentication', 'Customize', and 'Service Integrations'. The 'Access' tab is selected, showing 'Workspace URL' and 'Custom Workspace URL (Preview)'. The 'Custom Workspace URL (Preview)' section has a red box around the 'Add your own domain' link. On the right, the 'Add your own domain' dialog box is open. It has a progress bar with four steps: 1. Overview, 2. Provide a URL, 3. Configure your DNS, and 4. Provision your domain. The 'Provide a valid URL' section has a text input field for the URL, a dropdown for the domain, and a dropdown for the TLD. Below this is a checkbox for 'Confirm that you or your company own the URL provided.' The 'Select TLS certificate management preference' section has two radio buttons: 'Citrix-managed' (selected) and 'Add your own certificate' (highlighted with a red box). Below the radio buttons is a blue box with a warning icon and text: 'Verify your custom domain URL and certificate management preferences are correct before proceeding. Changing this information requires deleting and starting over.' At the bottom of the dialog are 'Back', 'Next', and 'Close' buttons. A small information icon and text at the bottom right of the dialog state: 'Domain starts provisioning when you click Next. This may take up to 24 hours.'

You can then add your certificate on the **Add your own certificate** page.



For more information, see [Adding a custom domain](#).

May 2023

Configure a custom domain (Preview). You can configure a custom domain for your workspace, which allows you to use a domain of your choice to access your Citrix Workspace store. You can then use this domain in place of your assigned cloud.com domain for access from both a web browser and Citrix Workspace applications. For more information, see [Configure a custom domain \(Preview\)](#).

March 2023

Additional inactivity timeout settings: You can now enable extra inactivity timeout settings for both desktop and mobile users of Workspace app. For more information, see [Customize security and privacy policies](#).

December 2022

Additional send custom announcement configuration option: You can now set the page placement when configuring **Send custom announcement** to either top or bottom. For more information, see [Customize security and privacy policies](#).

Support for Traditional Chinese language. Citrix Workspace is now available in the Traditional Chinese language.

October 2022

Support for Korean language. Citrix Workspace is now available in the Korean language.

Support to customize Citrix Workspace app settings. Administrators can now configure the settings for Citrix Workspace app for iOS, Android, HTML5, Mac, and Windows platforms using the Global App Configuration service.

August 2022

Improvements to Workspace launch experience. When a user launches their workspace over web or browser, a notification is triggered showing the launch status. If the user attempts to close the browser when a launch is in progress, the user is prompted for confirmation and informed that a session launch is in progress. For more information, see [Get started with Citrix Workspace](#).

June 2022

Support for service continuity with Safari. Citrix Workspace Web extensions make service continuity available to users who access their apps and desktops through a browser. For more information, see [Service continuity in browser](#).

May 2022

***New configuration option for federated identity provider:** Enable or disable your federated identity provider to allow your subscribers to be prompted to authenticate when logging in to Workspace. For more information, see [Customize workspace interactions](#).

Reauthentication period for Workspace app general availability: Reauthentication periods allow subscribers to stay signed in to Workspace without being prompted to sign in every time they access their workspace. When signing in through Workspace app, subscribers consent to stay signed in. Subscribers remain signed in during the reauthentication period as long as they're using their apps and desktops. For more information about this feature, see [Stay logged in to Workspace app](#).

Support for service continuity on iOS: Service continuity is now supported for Citrix Workspace app for iOS in general availability. For more information, see [Service continuity](#).

New error codes for service continuity: New error codes are now available to aid in troubleshooting failed service continuity connections. For more information, see [Service continuity](#).

March 2022

Support for service continuity on Android and iOS: Service continuity is now supported for Citrix Workspace app for Android in general availability and Citrix Workspace app for iOS in technical preview. For more information, see [Service continuity](#).

February 2022

Support for service continuity with Citrix Workspace app for Android (general availability) and Citrix Workspace app for iOS (technical preview): Service continuity allows users to connect to their virtual apps and desktops even during outages. It is now supported for Citrix Workspace app for Android in general availability and Citrix Workspace app for iOS in technical preview. For more information, see [Service continuity](#).

Send custom announcement and custom sign-in policy: Two new features are now available for all customers. These features allow Workspace administrators to display their own post-login persistent banner and pre-login custom message or license agreement in Citrix Workspace app. For more information, see [Custom announcements](#) and [Log in dialog](#)

December 2021

Remove the default, split sign-in screen for employee and client users of Citrix Content Collaboration: Citrix Workspace now allows you to enable a single sign-in flow for both client and employee users.

Support for service continuity in browser with Citrix Workspace app for Mac: Citrix Workspace Web extensions make service continuity available to users who access their apps and desktops through a browser. This feature now is supported on devices running Citrix Workspace app for Mac. For more information, see [Service continuity](#).

November 2021

Policy-driven theming: You can create and prioritize Workspace themes, and add each theme to different user groups in **Workspace Configuration**. For more information, see [Customize the appearance of workspaces](#).

October 2021

Electronic signature language support: Electronic signature now offers support for Italian and Brazilian Portuguese in addition to the following languages: German, French, Spanish, Japanese, Dutch, and Simplified Chinese. For more information, see [RightSignature multi-language support](#).

FAS support for multiple resource locations general availability: Citrix Workspace now supports providing single sign-on to virtual apps and desktops across multiple resource locations. Also, FAS servers in one resource location can be designated as primary or secondary to provide failover for FAS servers in other resource locations. For more information, see [Enable single sign-on for workspaces with Citrix Federated Authentication Service](#).

September 2021

Citrix Workspace app for HTML5 introduced to Citrix Workspace: Citrix Workspace app for HTML5 delivers the Citrix Workspace experience in browsers without any installation on the device. For more information about Citrix Workspace app for HTML5, including new features, visit the [Citrix Workspace app for HTML5](#) product documentation.

Support for service continuity in browser general availability: Citrix Workspace Web extensions make service continuity available to users who access their apps and desktops through a browser. This feature is for Google Chrome and Microsoft Edge on Windows devices. For more information, see [Service continuity in browser](#).

July 2021

Custom subscriber license agreement policy: You can present subscribers with a custom usage agreement policy to read and accept before they sign into their Workspace. For more information about this feature, see [Configure a sign-in policy](#).

Reauthentication period for Workspace app preview: Reauthentication periods allow subscribers to stay signed in to Workspace without being prompted to sign in every time they access their workspace. When signing in through Workspace app, subscribers consent to stay signed in. Subscribers remain signed in during the reauthentication period as long as they're using their apps and desktops. For more information about this preview feature, see [Set a reauthentication period for Citrix Workspace app](#).

Network location configuration through Citrix Cloud: You can now configure network locations through the Citrix Cloud management console in addition to using the Citrix-provided PowerShell script. For more information about this feature, see [Optimize connectivity to workspaces with Direct Workload Connection](#).

June 2021

FAS support for multiple resource locations preview: Citrix Workspace now supports providing single sign-on to virtual apps and desktops across multiple resource locations. FAS servers in one resource location can be designated as primary or secondary to provide failover for FAS servers in

other resource locations. For more information about this preview feature, see [Enable single sign-on for workspaces with Citrix Federated Authentication Service](#).

Support for service continuity in browser technical preview: Citrix Workspace Web extensions make service continuity available to users who access their apps and desktops through a browser. This technical preview is for Google Chrome and Microsoft Edge on Windows devices. For more information, see [Service continuity in browser](#).

Service continuity general availability: Service continuity allows users to connect to their virtual apps and desktops even during outages in Citrix Cloud components or in public and private clouds. For more information, see [Service continuity](#).

Citrix RightSignature app available: Take advantage of Citrix app, an electronic signature solution that comes with Workspace Premium and Premium Plus to request e-signatures on documents on any device through Citrix Workspace. For more information, see [Configure Citrix RightSignature app](#).

May 2021

Custom themes technical preview: Customizing the appearance of Workspace for subscribers now supports custom themes that you can assign to different user groups. Create, customize, and prioritize themes so subscribers in those user groups see their appropriate workspace theme when they sign in. For more information, see [Customize the appearance of workspaces](#).

Electronic signature language support: Electronic signature capability now offers support for the following languages: German, French, Spanish, Japanese, Dutch, and Simplified Chinese. For more information, see [RightSignature multi-language support](#).

February 2021

Account password changes: Subscribers can change their domain password from within Citrix Workspace. Administrators can also provide password guidance to subscribers for creating valid complex passwords in accordance with their organization's password policy. For more information, see [Allow subscribers to change their account password](#).

December 2020

Service continuity technical preview: Service continuity allows users to connect to their Citrix DaaS even during outages in Citrix Cloud components or in public and private clouds. For more information, see [Service continuity](#).

May 2020

Get Started with Citrix Workspace guide: Citrix Workspace now includes a step-by-step walkthrough to help you deliver workspaces quickly to your end-users. The walkthrough guides you through the Citrix Cloud console so you can configure an identity provider, add administrators, and enable workspace authentication and services. For an overview of the tasks and quick access to the instructions you need, see [Get Started with Citrix Workspace](#).

December 2019

Network Location Service: You can now ensure that users who launch apps and desktops in Workspace from within the corporate network are routed directly to their VDAs. This bypasses the gateway and results in faster DaaS sessions. For more information about this service and setup instructions, see [Optimize connectivity to workspaces with the Network Location Service](#).

Improvements for Recent and Favorite apps: Recents and Favorites are loaded first in Workspace, so users can launch their commonly used apps and desktops right away.

Get started with Citrix Workspace™

October 8, 2025

This article outlines the main steps involved in setting up Citrix Workspace and related components, from beginning to end. For a summary of the steps involved, see [Workflow overview](#).

If setting up Citrix Workspace, there the following broad steps of work:

1. Prepare for Citrix Workspace in Citrix Cloud™.
2. Configure end-user access and authentication.
3. Customize workspaces with your enterprise-specific preferences, such as logos and security policies.
4. Configure workspace resiliency and optimization.
5. Roll out Citrix Workspace to end-users.

Migration from Citrix StoreFront

If you are an existing customer using NetScaler and Citrix StoreFront then consider the following:

- It is recommended that you first migrate from on-prem CVAD deployments to DaaS before you migrate from on-prem StoreFront to Citrix Workspace. For more information, see [Migrating](#)

from [on-premises to cloud](#) and the [Tech Zone deployment guide](#). You can transition to Citrix Workspace with your existing on-premises Virtual Apps and Desktops deployment. This process is called site aggregation. This has performance and resilience limitations so is only recommended for simple deployments.

- You can configure your existing NetScaler gateway as an IdP for authenticating end-users. However in many cases it can be replaced by one of the other authentication methods available in Citrix Cloud. For more information see [Identity and access management](#).
- You can continue to use your NetScaler gateway as an HDX proxy for remote access to DaaS resources. However it is recommended that you instead migrate to Citrix Gateway Service. For more information, see [External connectivity](#).

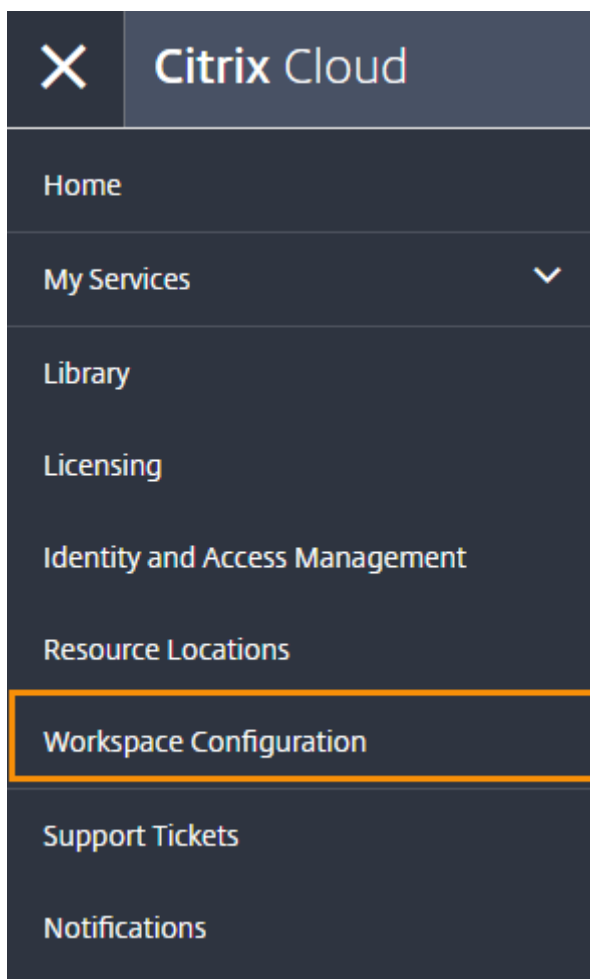
Step 1: Prepare for Citrix Workspace in Citrix Cloud

Before using Citrix Workspace you must have completed the following.

- Review the [system requirements](#).
- Have a Citrix Cloud account. For more information, see [Signing up for Citrix Cloud](#).
- Have an Citrix Cloud administrator account with the role **Workspace Configuration**. For more information, see [Add administrators](#) who can configure Workspace.
- Set up at least one service to be accessed from Citrix Workspace. For example:
 - [Citrix DaaS Get started: Plan and build a deployment](#).
 - [Secure Private Access onboarding and set up](#)
 - [Get started with Remote Browser Isolation](#).
 - Connect an existing on-premise Citrix Virtual Apps and Desktops site using [on-premise site aggregation](#).

Step 2: Configure end-user access and authentication

Once you logged into Citrix Cloud, you can access **Workspace Configuration** from the main menu.



If you do not see this option then ensure you have the **Workspace Configuration** permission, see [Modify administrator permissions](#).

This step involves configuring access controls, including the authentication methods, the Workspace URL and external connectivity to resources.

Note:

There are two ways to access Citrix Workspace. One is through the natively installed [Citrix Workspace app](#) for simple, secure access to Citrix Cloud services and workspaces. The other way to access Citrix Workspace is through a web browser. For more information, see [User access](#).

Configure workspace access

You must choose what URL(s) your users use to access their store. By default Citrix Workspace generates a cloud URL based on your customer id but you can change this or add a custom URL from a domain that you own. For more information, see [Configure workspace url](#).

Configure authentication to workspaces

Defining how end-users authenticate to sign in to their workspaces is a two-step process:

1. Under **Identity and Access Management**, configure [Identity and access management](#).
2. Under **Workspace Configuration > Authentication**, choose one of the authentication methods delivered by the identity providers you configured in the first step. For more information, see [Configure authentication](#).

If you're using a federated identity provider, you can also enable single sign-on (SSO) to VDAs with the [Citrix Federated Authentication Service \(FAS\)](#).

Configure remote access to virtual apps and desktops

By default users must be able to reach their virtual apps and desktops directly over the network. You can configure Citrix Gateway server, or a NetScaler gateway, to allow remote access to your virtual apps and desktops. For more information, see [External connectivity](#).

Step 3: Customize workspaces

You can customize the experience of workspaces for different users and to meet specific organizational requirements in **Workspace Configuration**, for example:

- The appearance of workspaces, including logos and colors.
- Interaction options, such as allowing users to create **Favorites** and automatically launching desktops.
- Privacy and security settings. This includes setting a timeout period, creating a sign-in policy, and allowing users to change their passwords from within their workspaces.

For more information, see [Customize workspace experience](#).

Step 4: Configure workspace resiliency and optimization

For information on improving the efficiency and availability of your DaaS through Citrix Workspace, visit [Optimize DaaS in Citrix Workspace](#). This includes information on how to:

- Optimize connectivity with Direct Workload Connection.
- Ensure service continuity during an outage for offline resilience.
- Configure single sign-on (SSO) to virtual apps and desktops with Citrix Federated Authentication Service (FAS).

Step 5: Roll out Citrix Workspace to end-users

The broad activities for this step include:

1. Testing workspaces.
 - Verify that you can log in through the browser and into the Citrix Workspace app.
 - Launch and use all available apps and desktops.
 - Check that customizations such as branding and announcements are displayed as expected.
 - Check that notifications are displaying the expected actions and activities.
2. Onboarding users.
 - Communicate Citrix Workspace capabilities with users.
 - Share the [Workspace URL](#).
 - Guide users to install the [Citrix Workspace app](#).

System Requirements

September 13, 2025

Citrix Cloud™

To configure Citrix Workspace, you must have an account on Citrix Cloud and have enabled either [Citrix Desktops as a Service](#) or [Secure Private access](#).

See [Citrix Cloud System and Connectivity Requirements](#)

DaaS

To access DaaS resources, see [DaaS system requirements](#).

End user connectivity

Citrix Workspace™ app

End users can use any supported version of [Citrix Workspace app](#) to connect to your workspace. Older versions of Citrix Workspace app may work but are not supported. It is recommended you use the

latest version of Citrix Workspace app. Not all features are available on earlier versions of Citrix Workspace app. For more information about supported features in Citrix Workspace app by platform, refer to the [Citrix Workspace app feature matrix](#).

Citrix Receiver has reached End of Life (EoL). It may work with reduced functionality but is no longer supported. At a minimum, Citrix Workspace requires a version of Citrix Receiver that supports TLS 1.2:

Receiver	Minimum Version
Windows	4.2.1000
Mac	12.0
Linux	13.2
Android	3.7
iOS	7.0

If you need to use older versions of Citrix Receiver then use [Citrix StoreFront](#) which can be configured to allow older TLS versions (not recommended).

Web browsers

End users can use the latest versions of the following browsers to connect to their Workspace:

- Citrix Enterprise Browser™
- Microsoft Edge
- Google Chrome
- Mozilla FireFox
- Apple Safari

Admins can use these web browsers to configure Workspace.

Citrix® web extensions For improved experience and reliability, it is recommended that users add Citrix web extension to their web browser. For more information, see [Citrix web extension](#) and [Install Citrix web extension](#).

Network connectivity

For information about network connectivity, see [Citrix Workspace app connectivity](#) in the Citrix Cloud documentation.

Citrix Virtual Apps and Desktops™ site aggregation

Site aggregation can be used with all supported versions of Citrix Virtual Apps and Desktops. Earlier end of life (EoL) versions of Citrix Virtual Apps and Desktops may work but are not supported.

XenApp and XenDesktop are end of life (EoL). XenApp and Desktop 7.0 and higher may work but are not supported. XenApp and XenDesktop 7.16 or higher are required for use with Citrix Federated Authentication Service (FAS).

NetScaler® Gateway

Citrix Workspace can use any supported version of NetScaler Gateway to provide access to resources. Alternatively use Citrix Gateway Service for a zero deployment solution.

Federated Authentication Services (FAS)

Citrix Workspace can use FAS to provide single sign-on to resources, for more information see .

For system requirements, see [FAS system requirements](#).

User Access

February 16, 2026

Two different methods are available for users to access Workspaces.

- Citrix Workspace™ app - Users with compatible versions of Citrix Workspace app can access their workspace within the Citrix Workspace app. This provides the best user experience and the greatest functionality.
- Web browser - Users with compatible web browsers can access Workspace by browsing to the Workspace's URL. By default, users also require a compatible version of Citrix Workspace app to open virtual desktops and applications, known as hybrid launch. However, you can configure your website to enable users to access their resources through their browser without installing Citrix Workspace app.

Citrix Workspace app

Citrix Workspace app is a locally installed app for accessing workspaces. For more information, see [Citrix Workspace app](#).

Citrix Workspace app offers the following advantages compared with using a web browser:

- **Enhanced security** as it ensures users never download .ica files.
- **Enhanced reliability** for opening apps and desktops, as it doesn't rely on client detection.
- **In-built App Protection service** provides an additional layer of security to protect against key-logging and screen-capturing malware.
- **No dependency** on the Citrix web extension.
- **No browser compatibility checks.** As the native app has no dependency on browsers, there's need for browser compatibility checks, unlike the Workspace web client.
- **Better telemetry** because the native app offers extensive information for monitoring purposes.
- **Enhanced HDX™ capabilities** with enhanced features such as optimized codec compression and efficient audio-video compression. These improvements provide high quality and performance for tasks involving high-definition content or graphics-intensive apps.

Require use of Citrix Workspace app

You can configure Citrix Workspace so that when users open a store website in their browser, it automatically opens and does not allow users to continue in their web browser. If Citrix Workspace app is not detected then the website gives the user the option to install it. For more information, see [Require use of Citrix Workspace app](#).

Configure Citrix Workspace app

After installation, Citrix Workspace app must be configured with connection details for the stores providing users' desktops and applications. You can make the configuration process easier for your users by providing them with the required information in one of the following ways.

Manual configuration Users can enter the Workspace URLs into Citrix Workspace app. For more information, see the Citrix Workspace app documentation.

Automatic configuration by website

If you have required use of Citrix Workspace app then when the user opens the Workspace URL in their website it automatically configures Citrix Workspace app.

Provisioning files After users sign into the Workspace using a web browser, they can go to **Account Settings, Advanced** and download a workspace configuration file. When the user opens this file with Citrix Workspace app it adds the Workspace to the app.

Global App Configuration Service Use the Global App Configuration Service to configure Citrix Workspace app for your Workspace. See [Configure settings for cloud stores](#).

Supported versions of Citrix Workspace app and Citrix Receiver™

For more information on supported versions of Citrix Workspace app and Citrix Receiver, see [system requirements](#).

Web browser

As an alternative to using a locally installed Workspace app, users can access their store through a web browser. For supported browsers, see [system requirements](#).

When users launch their resources from a web browser there are two possibilities:

1. Resources open within locally installed Citrix Workspace app. This is known as a hybrid launch. This gives users the best experience as it takes advantage of full operating system integration. For more details see [Hybrid launch](#)
2. Resources open within their web browser. This makes it possible for users to access resources without needing to install any software locally.

The default configuration is that resources always open within the locally installed Citrix Workspace app. You can change the configuration to either always open resources in the browser or to give the user the choice. For more information, see [launch virtual apps and desktops](#).

If the admin selected **Let end users choose** then when the user first opens the Workspace URL in their browser, the user has the option to click **Use Web Browser** to launch resources within their web browser.

Hybrid Launch

When users first open a Workspace in browser but are configured to launch apps within the locally installed Citrix Workspace app this is known as hybrid launch. There are a number of ways in which the web site can communicate with the locally installed Workspace app to open resources.

Citrix® web extensions

The [Citrix web extensions](#) are extensions for commonly used web browsers that improve the user experience for detecting the locally installed Citrix Workspace app and launching virtual apps and desktops. Compared to Citrix Workspace launcher, this provides a better user experience.

The first time a user goes to a Workspace URL on a supported platform, it prompts the user to detect the locally installed Workspace app. It first tries to use the web extension and if this fails then it tries Citrix Workspace Launcher. Existing users who have already completed Workspace app detection can go to **Account Settings**, click **Change Citrix Workspace app** to re-detect workspace app.

Citrix Workspace launcher

Citrix Workspace launcher is a component of Citrix Workspace app that allows a store website to detect Citrix Workspace app and launch virtual apps and desktops without requiring an .ICA file download. It registers the protocol [receiver](#) and uses this to communicate with Citrix Workspace app.

When the user first goes to a Workspace URL a supported operating system and browser and Citrix Web Extensions is not installed, it attempts to invoke the Citrix Workspace Launcher using a URL starting [receiver://](#). For more information about the user experience, see [Citrix Workspace app detection](#).

When Citrix Workspace Launcher detects a supported version of Citrix Workspace app, it notifies Citrix Workspace. The browser remembers this and uses Citrix Workspace Launcher when launching apps.

The store website invokes Citrix Workspace Launcher when you use the following browsers:

- Firefox 52 or higher
- Chrome 42 or higher
- Safari 12 or higher
- Edge 25 or higher

For managed web browsers, it is recommended that you configure the browser to automatically accept the [receiver](#) protocol to avoid any prompts.

- On Microsoft Edge, you can use the policy [AutoLaunchProtocolsComponentEnabled](#).
- On Chrome Enterprise, you can use the policy [Auto Launch Protocols From Origins](#).
- On Firefox, you can use the policy [AutoLaunchProtocolsFromOrigins](#).

Citrix Workspace Launcher requires the following minimum versions of Citrix Receiver or Citrix Workspace app.

- Receiver for Windows 4.3 or higher or any version of Citrix Workspace app.
- Receiver for Mac 12.0 or higher or any version of Citrix Workspace app.
- Citrix Workspace app for Linux 2003 or higher

If Citrix Workspace launcher is not available, or the user does not allow it to open, then it will not be able to detect the locally installed Citrix Workspace app. The user has the option to try again, or to click **Skip detection**, in which case it falls back to launching apps using .ica files. The user can later try again by going to the advanced settings screen and clicking **Verify connection**.

ICA file downloads

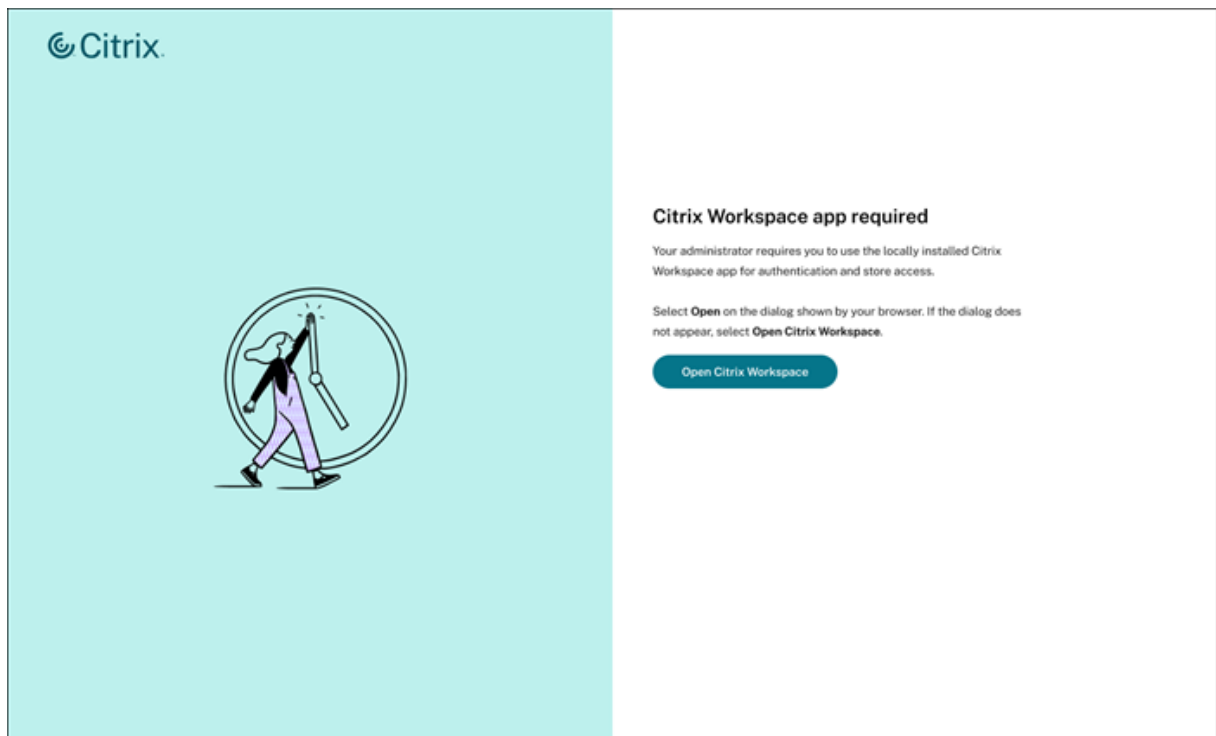
Where Citrix Web extension and Citrix Workspace launcher are not available, or fail to detect Citrix Workspace app, when a user launches an app or desktop it downloads a **.ICA** file that the user can open with Citrix Workspace app. This scenario is avoided where possible due to the security risks associated with storing ica files on disk.

Require Citrix Workspace app

October 8, 2025

Once administrators have enabled [Require Citrix Workspace app](#), end users can't use the Citrix Workspace web client in browsers.

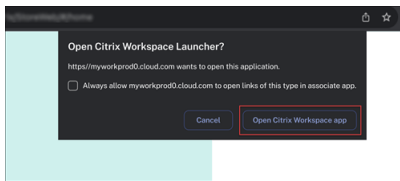
When users try to access web client by entering a store URL in a browser, they see the following web-page that prompts to open the native app.



1. Click **Open Citrix Workspace**.

The client detection process starts, checking whether Citrix Workspace app is installed locally on the user device.

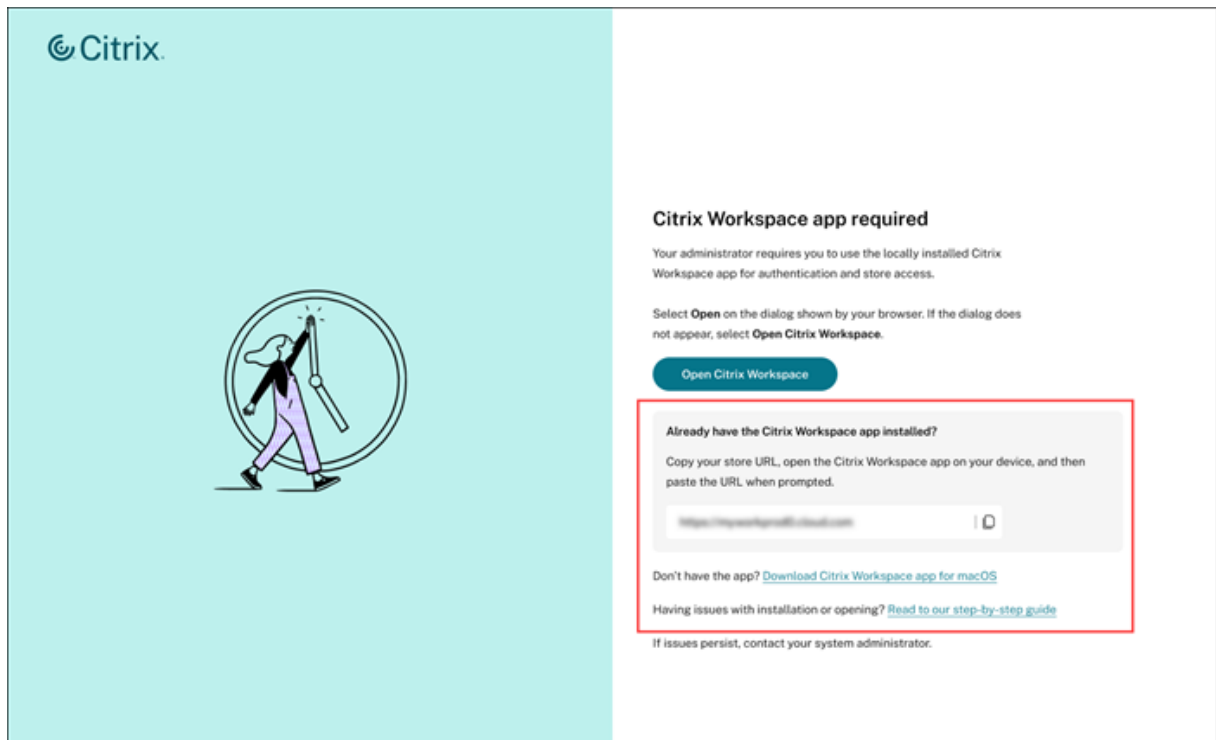
The **Open Citrix Workspace Launcher** prompt appears asking users to open the native app.



2. Click **Open Citrix Workspace app**.

If a user doesn't see the prompt or doesn't click **Open Citrix Workspace app** on the prompt within 5 seconds, the webpage provides the following extra options to continue:

- The store URL to copy and add manually in the native Citrix Workspace app.
- A download link to install Citrix Workspace app. The behavior of this link depends on [configuration](#).
- The link to the end-user guide, which provides step-by-step instructions for installing and opening Citrix Workspace app.



Note:

If a user is using the Safari browser on an iPad, the browser can't differentiate it from a Mac desktop. Therefore, the user has to click the **I am on iPad** link to proceed with automatic store addition.

Automatic store addition is not supported on Linux and ChromeOS. As a result, the **Open Citrix Workspace Launcher** prompt doesn't appear on these devices. In such cases, users need to

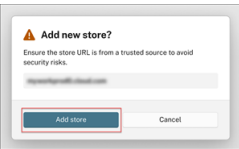
manually add the store url in the native app. For more information, see Manual store addition.

Automatic store addition

On supported versions of Citrix Workspace app, it automatically adds the store. The minimum versions are as follows:

Operating system	Compatible version
Windows	24.9.0 or later
Mac	24.5.0 or later
Android and iOS	24.9.0 or later

Note:
Automatic store addition is not supported on Linux and ChromeOS platforms and has version requirement on Windows and Mac platforms. In such cases, users need to manually add the store url in the native app. For more information, see Manual store addition.

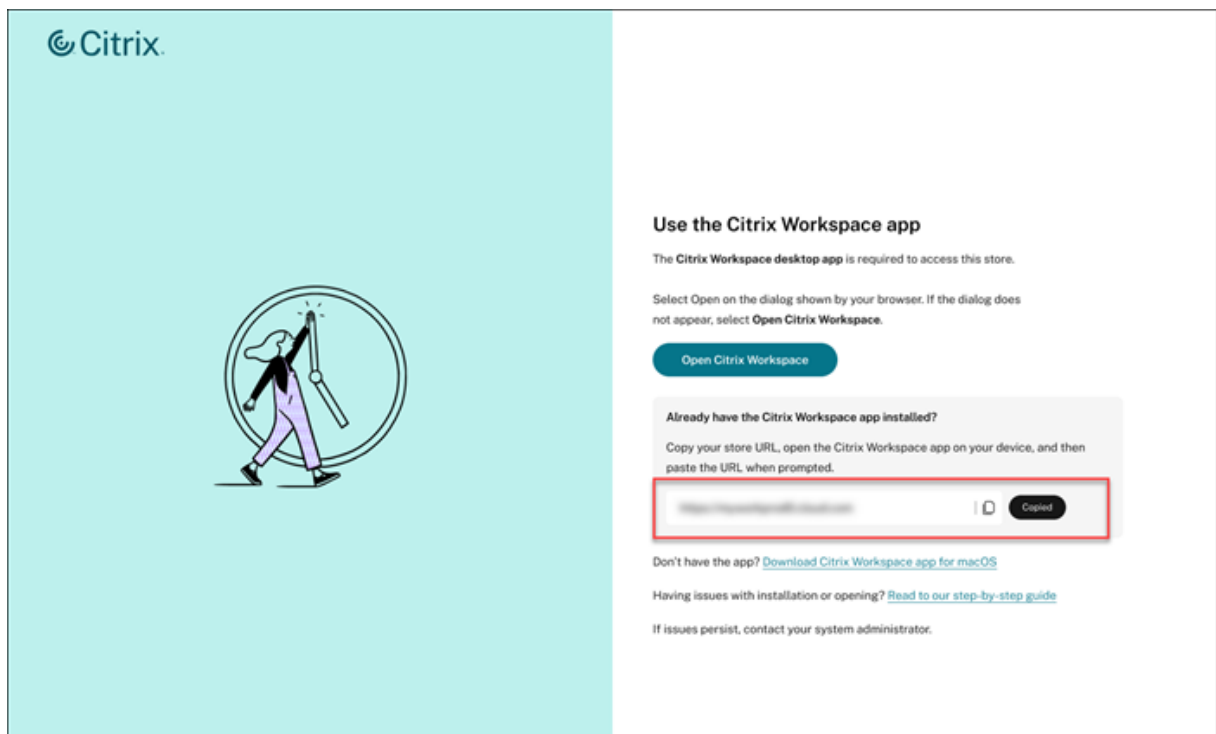


Click **Add store**.

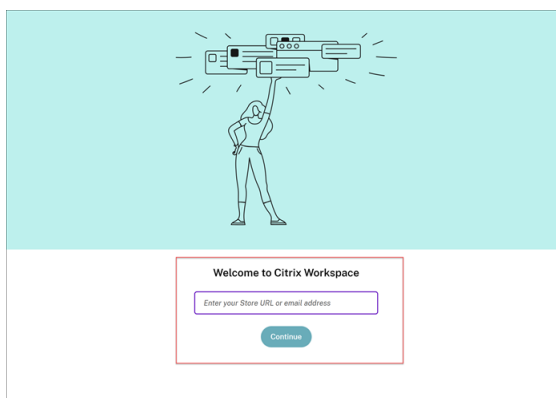
Once clicked, the native app automatically captures the store URL entered in the browser and displays the authentication page for the user to sign in. After the successful authentication, the user can see the home page of the native Citrix Workspace app.

Manual store addition

Users can manually add a store to Citrix Workspace app if the native app doesn't automatically capture the store URL when they click the **Add store** option.



1. Copy the store URL from the native mandate webpage, and paste it into the **Welcome to Citrix Workspace** page.



2. Click **Continue**.

After submitting a valid store URL, Citrix Workspace app displays the authentication page for the user to sign in. After the successful authentication, the user can see the home page of the native Citrix Workspace app.

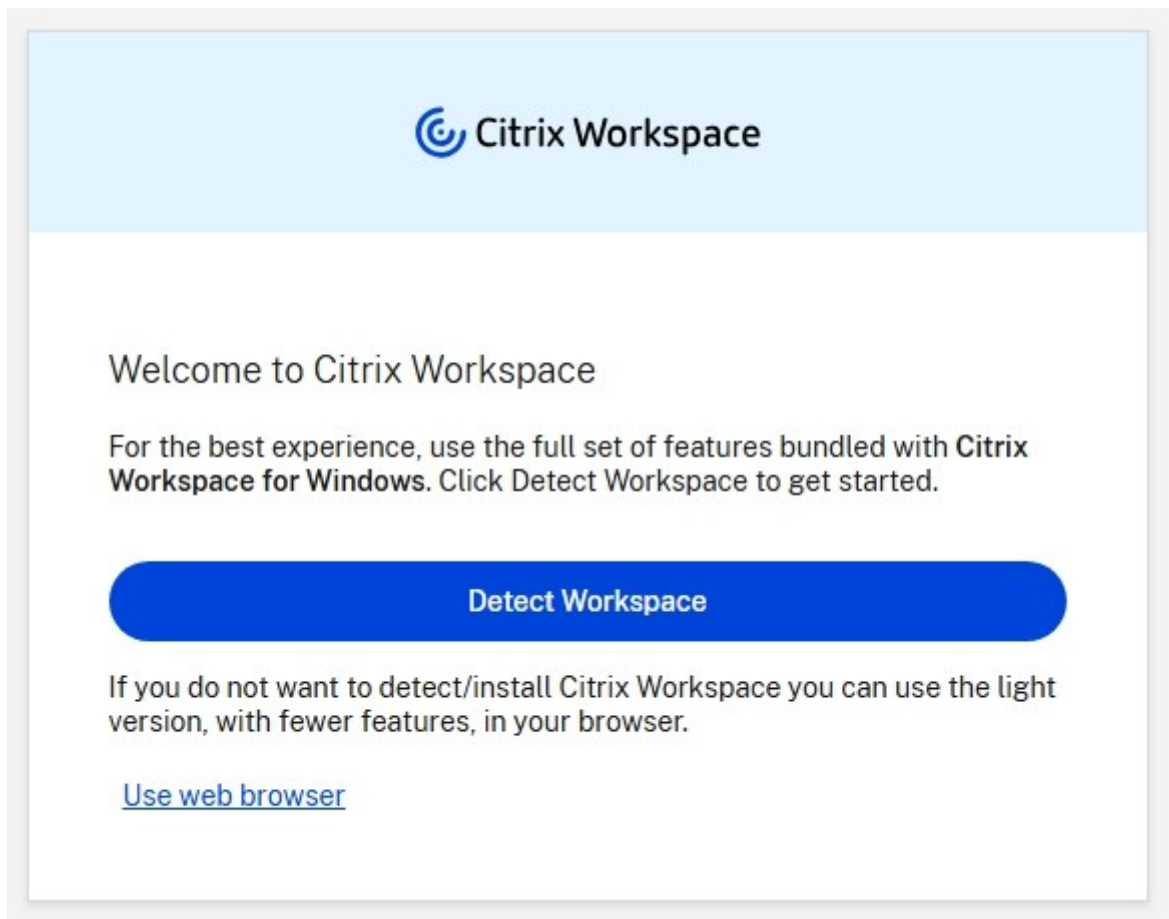
Citrix Workspace app detection

February 16, 2026

Welcome to Citrix Workspace screen

When accessing the store through a web browser, the website may display the **Welcome to Citrix Workspace** screen. This applies when:

- The user opens the store in their web browser for the first time, or after clearing site data from the web browser.
- [Launch virtual apps and desktops](#) is set to **Open in Citrix Workspace app** or **Let the user choose**.
- If Citrix Web Extension is not installed, or has not detected Citrix Workspace app. If Citrix Web Extension detects Citrix Workspace app then it skips this step and defaults to launching in Citrix Workspace app.
- The device's operating system supports [Citrix Workspace launcher](#).

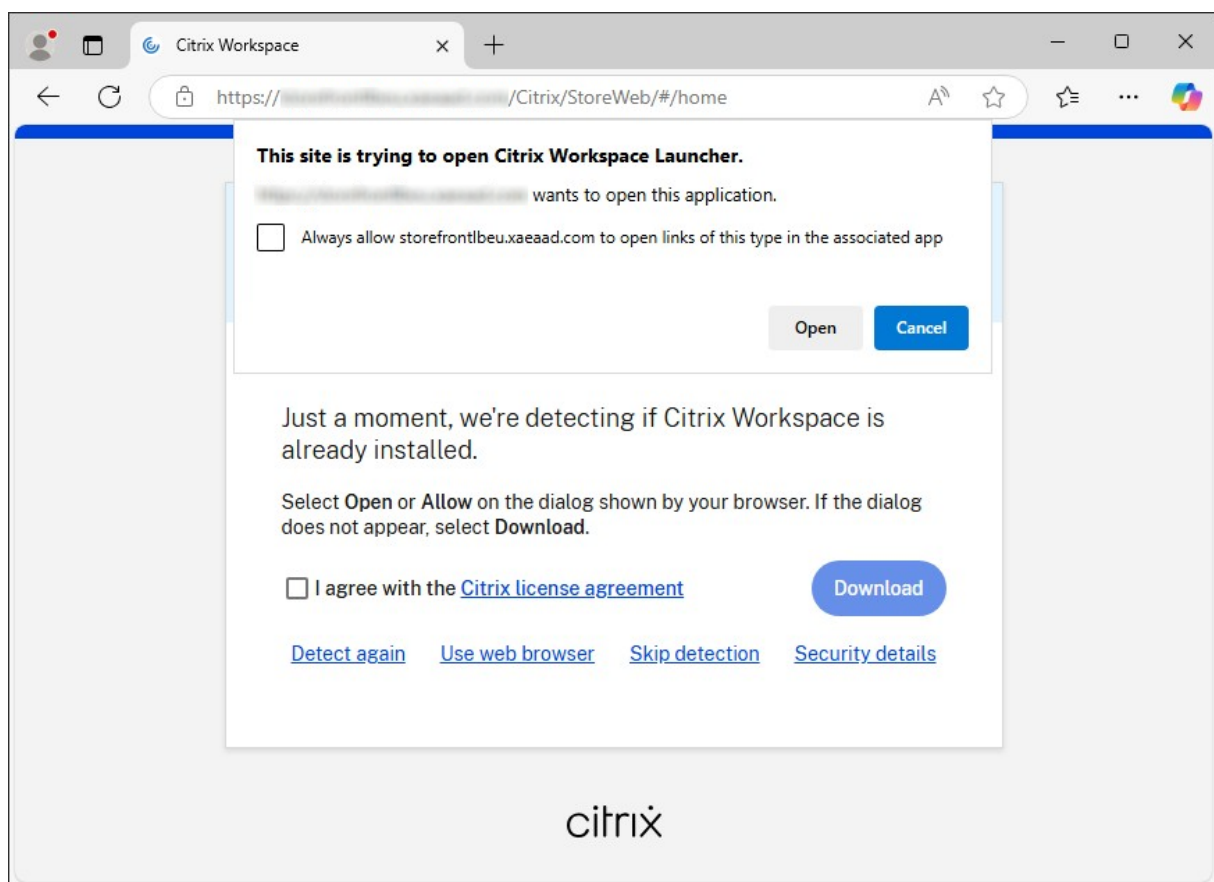


Users can either:

- Select **Detect Citrix Workspace app** if they wish to launch resources in the locally installed Citrix Workspace app. This is recommended for the best experience.
- Select **Use web browser** to always launch resources within the browser. This option is only available if [Launch virtual apps and desktops](#) is set to **Let the user choose**.

Citrix Workspace app detection screen

When the user selects **Detect Citrix Workspace app**, the website displays the Citrix Workspace app detection screen. The screen attempts to open **Citrix Workspace Launcher** which is a component of Citrix Workspace app. If the user has installed Citrix Workspace app then the browser may display a message asking to run the **Citrix Workspace Launcher**. The user must select **Open Citrix Workspace Launcher**, **Open link**, **Open**, or **Always open** (depending on the browser). We recommended that users also select **Always allow domain to open links of this type in the associated app** (or similar depending on the browser) to avoid this message appearing every time they launch a resource. You can configure managed browsers to always open **Citrix Workspace launcher** without any prompts. For more information, see [Citrix Workspace launcher](#).



The user can also reach this screen from the Advanced setting page by selecting **Verify connection**.

If a locally installed Citrix Workspace app is detected then after a few seconds it continues to the next screen. When the user subsequently launches a resource it uses Citrix Workspace Launcher to open resources in the locally installed Citrix Workspace app.

If Citrix Workspace app is not installed, or the user cancels Citrix Workspace launcher then they might have the following options:

- **Download** - Downloads Citrix Workspace app from the Citrix website. To configure this option,

see [Configure native app download link for end users](#).

- **Detect again** - Attempts to detect the locally installed Citrix Workspace app again.
- **Use web browser** - Skips Workspace app detection and always opens resources in the web browser. This option is only available if [Launch virtual apps and desktops](#) is set to **Let the user choose**.
- **Skip detection** - Users can use this option if they have a legacy version of Citrix Receiver installed that does not support the Citrix Workspace Launcher or Citrix web extensions. If they select this option, when they launch a virtual app or desktop then their browser downloads a .ica file that they can open with Citrix Workspace app. This option results in reduced functionality and security so is not recommended.

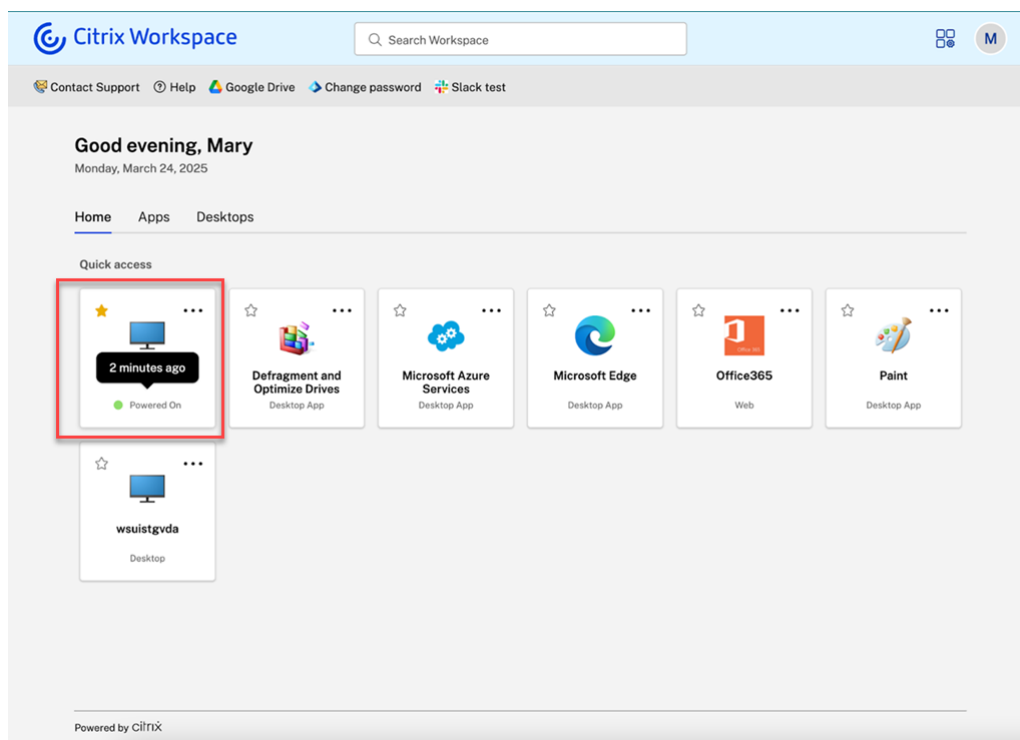
Assigned desktop power management

February 16, 2026

Power status

The desktop tile may displays the power status if:

- The machine catalog has a single-session OS where the [Desktop Experience](#) is set to **Connect to the same (static) desktop each time the users log in..**
- The machine catalogue must be configured as [power managed](#).
- Citrix DaaS or Citrix Virtual Apps™ and Desktops 2511 or later versions publish the machine using site aggregation.



The following power statuses may be displayed:

- **Powered off:** The machine has been shut down and is not currently running.
- **In hibernation:** The machine is in a hibernation state, where its current session is saved to disk, and the machine is using minimal power.
- **Powering on:** A machine that was in the **Powered Off** or **In hibernation** has been recently started but is not yet ready to use.
- **Powered on:** The desktop is active and running. With dedicated resources, the power state typically remains in a “Powered On” state even if the user disconnects from their session.
- **Shutting down:** The user has initiated a shut down.

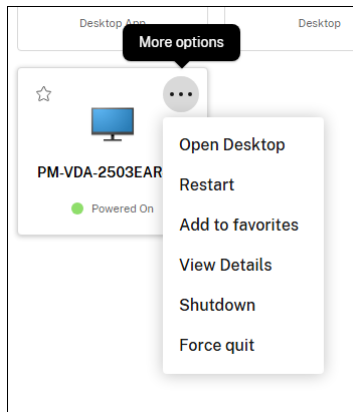
The status is refreshed every two minutes or when the user clicks the ellipsis menu on the desktop tile. When the user hovers over the power state it displays when the last refresh occurred.

Known issues

- When you launch one of multiple power-managed desktops, Workspace might show inconsistent power statuses for the other desktops until the first desktop completes launching. [WSUI-10870]

Power actions

The **More** options menu (ellipsis icon) on the tile provides users with access to relevant actions. For power managed assigned machines there are additional actions that depend on the current power state of the resource.



These actions might include:

- **Open App** - Launch or reconnect to the app.
- **Restart** - Initiates a force restart. Only available for assigned power managed desktops.
- **Shut down** - Initiates a graceful shutdown. Only available for assigned power managed desktops.
- **Force shutdown** - Force powers off the machine. Only available for assigned power managed desktops.
- **Hibernate** - Puts the dedicated desktop into a hibernation state. Only available for assigned power managed desktops where hibernation is enabled.
- **Resume** - Wakes the dedicated desktop from a hibernated state. Only available for assigned power managed desktops where hibernation is enabled.

Activity Manager

October 21, 2025

Activity Manager is a simple yet powerful feature in Citrix Workspace™ that empowers users to effectively manage their resources. It enhances productivity by facilitating quick actions on active apps and desktops from any device. Users can seamlessly interact with their sessions, ending or disconnecting sessions that are no longer required, freeing up resources and optimizing performance on the go.

The Activity Manager panel displays a consolidated list of apps and desktops that are active not only on the current device but also on any remote device that has active sessions. Users can view this list

by clicking the Activity Manager icon located next to the profile icon on desktop and at the bottom of their screen on mobile devices.

Note:

If you are unable to view the Activity Manager icon in a darker banner theme, consider changing and testing the color selected in the **Banner text and icon color** setting. The icon might not be visible clearly due to a low contrast between the banner and the Activity Manager icon. For more information, see [Configure custom themes](#).

Enable Activity Manager and power management controls

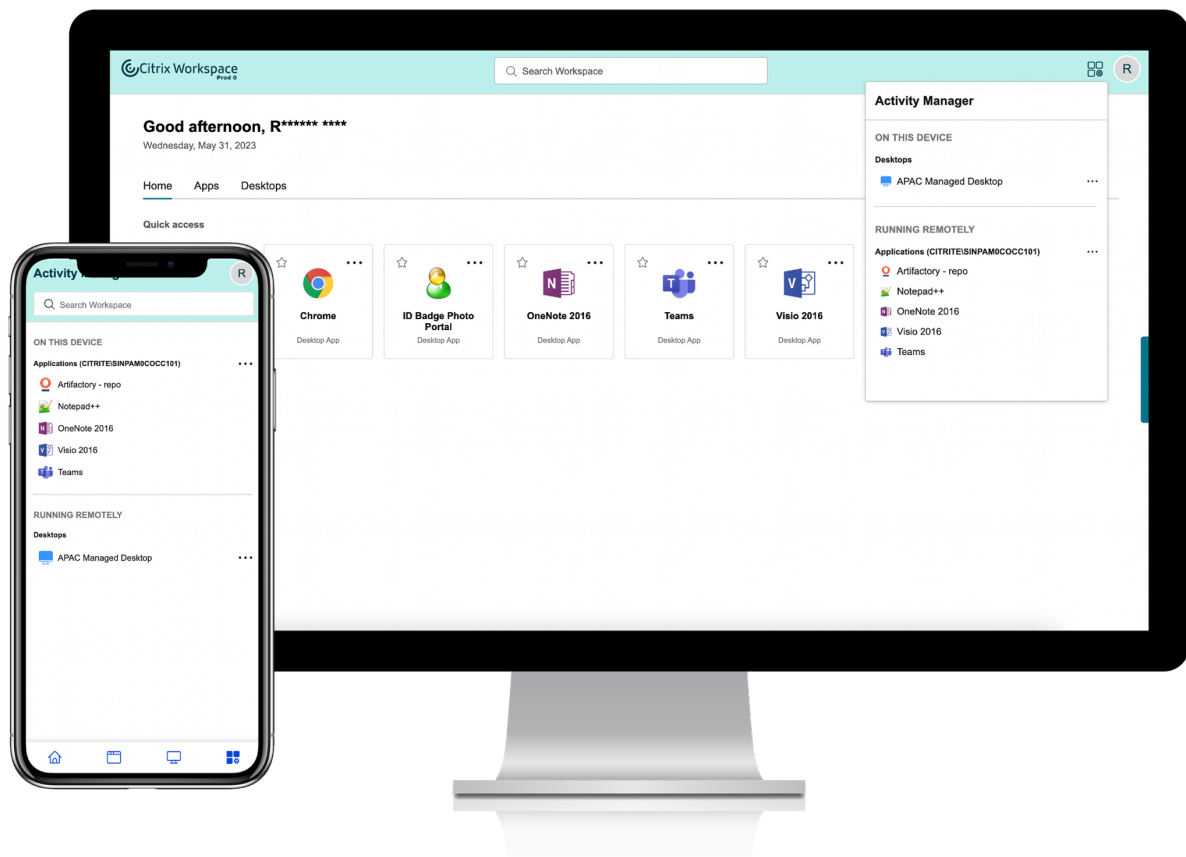
The Activity Manager feature is enabled by default.

You can enable power management controls from the [Features screen](#).

Using Activity Manager

Active apps and desktops are grouped as follows on Activity Manager.

- A list of apps and desktops that are active on current device are grouped under **On this device**.
- A list of apps and desktops that are active on other devices are grouped under **Running Remotely**.



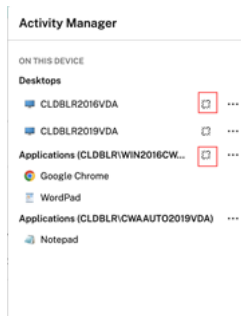
Users can perform the following actions on an app or desktop by clicking the respective ellipsis(...) button.

- **Disconnect:** The remote session is disconnected but the apps and desktops are active in the background.
- **Log out:** Logs out from the current session. All the apps in the sessions are closed, and any unsaved files are lost.
- **Shut Down:** Closes your disconnected desktops.
- **Force shutdown:** Forcefully powers off your desktop in case of a technical issue.
- **Restart:** Shuts down your desktop and start it again.
- **Hibernate:** Saves the current state and powers off the machine.
- **Resume:** Starts and restores the state of a machine in hibernation state.

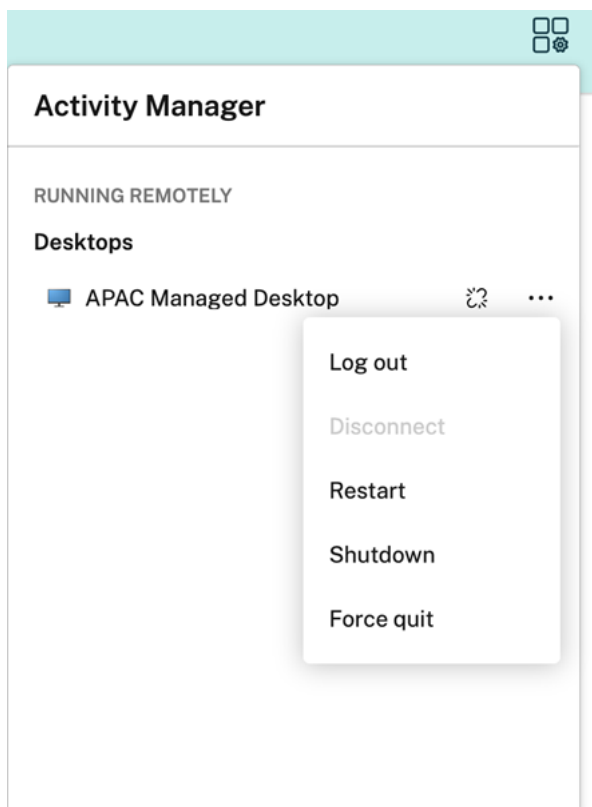
Disconnected apps and desktops

Activity Manager enables end users to view and take actions on apps and desktops that are running in disconnected mode, locally or remotely. Sessions can be managed from mobile or desktop devices,

enabling end users to take action on the go. Taking action on disconnected sessions such as log out or shut down promotes optimized use of resources and reduces energy consumption.



- The disconnected apps and desktops are displayed on the Activity Manager panel and are indicated by a disconnected icon.
- The disconnected apps are grouped under the respective sessions and the sessions are indicated by a disconnected icon.



End users can take the following actions on their disconnected desktops by clicking the ellipses button:

- **Log out:** use this to log out from your disconnected desktop. All the apps in the session are closed, and any unsaved files are lost.

- **Shut Down:** use this option to close your disconnected desktops.
- **Power off:** use this option to forcefully power off your disconnected desktops in case of a technical issue.
- **Restart:** use this option to shutdown and start the disconnected desktop again.

The behavior of disconnected sessions on Activity Manager differs as follows.

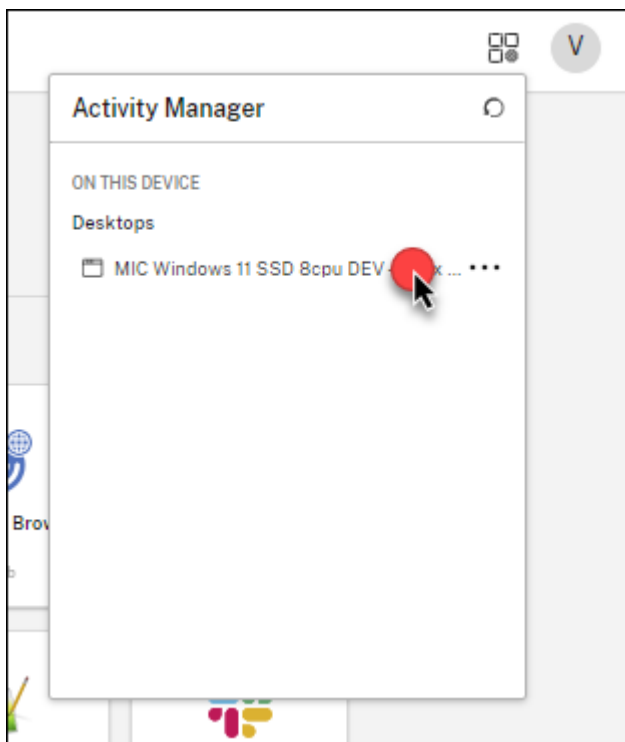
- If the user is signed into Citrix® workspace through a browser, and disconnects a local session, the session is first displayed under **On this device**. However, once the user closes and reopens Activity Manager, the disconnected session is moved under Running Remotely.
- If the user is signed into Citrix Workspace app, and disconnects a local session, the disconnected session disappears from the list. However, once the user closes and reopens Activity Manager again, the disconnected session is moved under **Running Remotely**.

Reconnect to disconnected apps and desktops

The reconnect feature allows end users to effortlessly reopen their disconnected apps and desktop sessions, ensuring a smooth transition between devices without losing progress. This feature seamlessly restores access to the previous work environment, eliminating the need to search for and re-open apps and desktops.

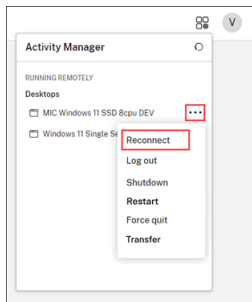
To reconnect to a disconnected app or desktop:

- Open Activity Manager and then click on the resource item.



OR

- Click the ellipsis button (...) and then click **Reconnect**.

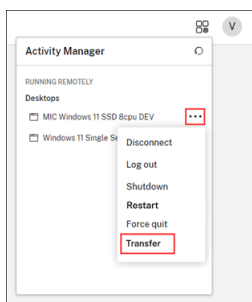


Clicking **Reconnect** reopens the disconnected resource from where you left off.

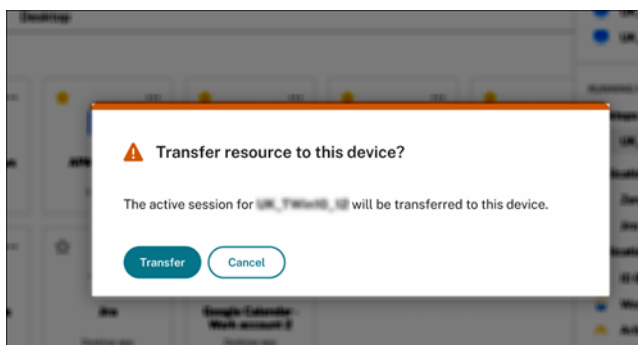
Transfer your apps and desktops

The transfer feature allows end users to transfer their active apps and desktop from other devices to the current device. To transfer the apps and desktops, follow these steps:

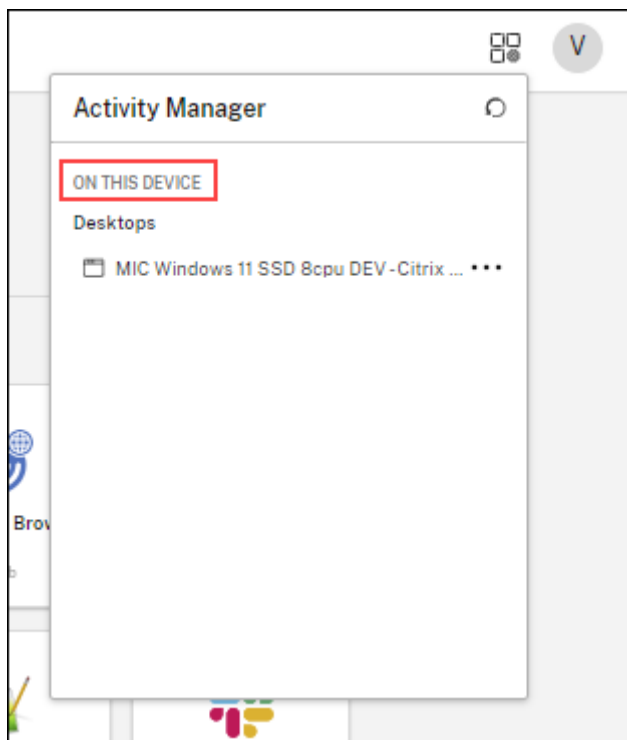
1. Click the ellipsis button (...) and then click **Transfer**.



2. Click **Transfer** on the confirmation dialog box.



Once the resources are transferred to the current device, you can see them listed under the **ON THIS DEVICE** section in the Activity Manager.



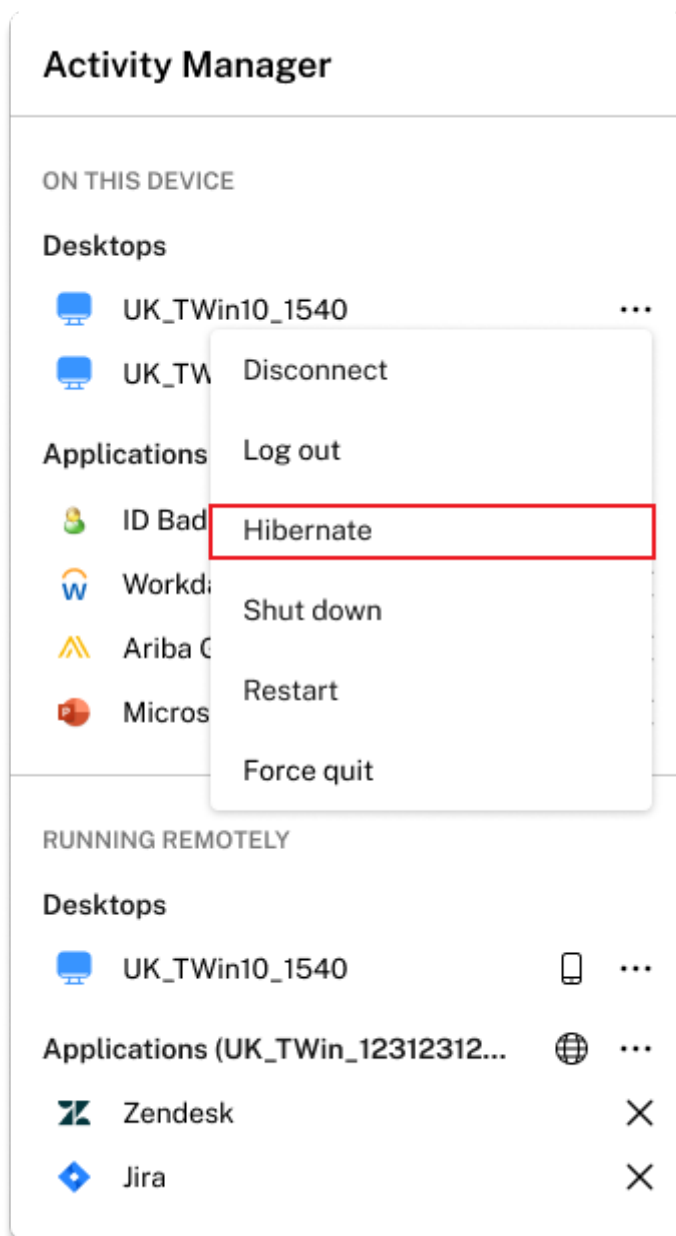
Hibernate and Resume virtual desktop sessions

The Hibernate and Resume feature allows users to optimize resource utilization by hibernating virtual desktops when not in use and seamlessly resuming them as needed. This not only saves costs and energy but also enhances user workflow with faster session resumption times.

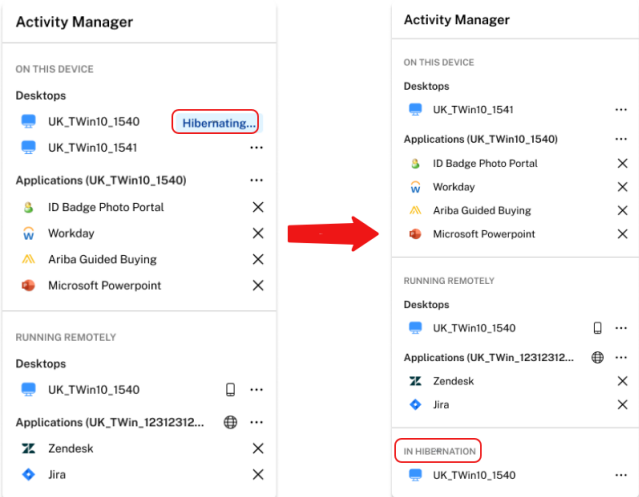
When initiating hibernation, the hypervisor communicates with the guest operating system, triggering a suspend-to-disk action. During this process, the memory (RAM) contents of the virtual desktops are preserved on the OS disk, while the virtual desktop itself is deallocated. Upon subsequent startup, the virtual desktop's RAM contents are restored from the OS disk, ensuring that applications and processes resume seamlessly from their last state.

Hibernation is available for assigned power managed desktops on supported hypervisors. To enable hibernation capability, an administrator needs to follow specific guidelines and enable preview features both in Azure and Citrix DaaS. For more information, see [Create hibernation-capable VMs \(Preview\)](#).

Hibernate a desktop session:

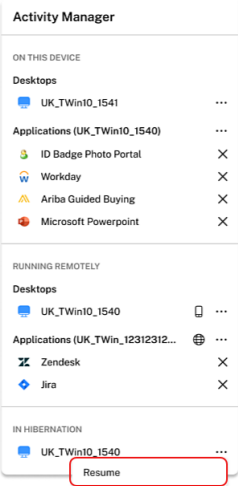


To hibernate a desktop session, users can click the three-dot button (...) and then click the **Hibernate** option. The desktop initiates the hibernation once the users click the **Hibernate** option. Once the desktop is hibernated, the desktop resource moves to the **In Hibernation** section on **Activity Manager**.

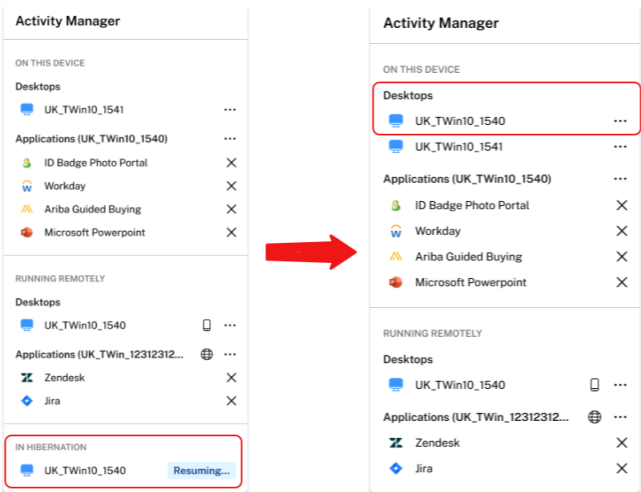


Resume a hibernated desktop session:

Hibernated desktop sessions are available under the **In Hibernation** section on **Activity Manager**. To resume the hibernated desktop session, users can click the three-dot button (...), and then click the **Resume** option.



Once users click the **Resume** option, the desktop gets restored.



Citrix web extension

February 16, 2026

Citrix web extension establishes a secure and reliable connection between Citrix Workspace™ web client and locally installed Citrix Workspace app. It streamlines the opening of apps and desktops from the web client to the native app, which uses HDX™ protocol. When you access the web client and open any apps or desktops after installing this extension on your browser, the extension opens the app or desktop from your native Citrix Workspace app.

The web extension offers various benefits such as seamless opening of desktop and apps, service continuity, supports App Protection service etc. For more information on the benefits of the web extension, see [Benefits of Citrix web extension](#). To find out what's new, see [What's new](#)

Note:

Users need to have the Citrix Workspace app client natively installed on their device for this extension to work. To download Citrix Workspace app, visit the [Citrix Downloads](#) page.

Supported Browsers

Browser name	Operating systems	Browser Version
Google Chrome	Windows, macOS, Linux	Latest
Microsoft Edge	Windows, macOS, Linux *	Latest
Safari	macOS	Latest

* Citrix Web Extension only works with Microsoft Edge if Google Chrome is also installed on the device. A future release might address this.

Important:

On Linux, install the browser before you install Citrix Workspace app. If you install the browser after installing Citrix Workspace app, Citrix Web extension does not detect Citrix Workspace app. To resolve this, reinstall Citrix Workspace app.

Supported versions of Citrix Workspace and StoreFront™

The extension is available for both cloud and on-premises stores.

Citrix web extension is always available for use with Citrix Workspace without requiring any additional configuration.

To use the Citrix web extension with StoreFront, StoreFront 2203 CU2 or higher is required.

- For StoreFront versions earlier than 2402, Citrix web extension is disabled by default and you must enable it manually.
- For StoreFront version 2402, Citrix web extensions is enabled by default for new deployments but you must manually enable it when upgrading from a previous version.
- For StoreFront 2407 and later, Citrix web extension is enabled by default and hence you don't need to do any configuration.

For more information about enabling use of Citrix web extensions in StoreFront, see [Citrix web extensions on StoreFront](#).

Benefits of Citrix web extension

The web extension enhances the reliability and security of hybrid deployments. It comes with the following built-in features.

Seamless opening of desktops and apps

Normally, the Citrix Workspace web client uses Citrix Workspace launcher to detect the locally installed Citrix Workspace app and opens apps in-memory. However, depending on the browser, the user might need to click through a pop-up on every launch. The Workspace web extension allows the web client to seamlessly opens desktops and apps with no browser pop-ups. The Citrix Workspace web client can leverage the extension's functionality to open apps and desktops in native Citrix Workspace app without verifying through client detection whether the Citrix Workspace app is installed locally. This provides a more seamless experience for users in opening apps or desktops as the client detection step is bypassed.

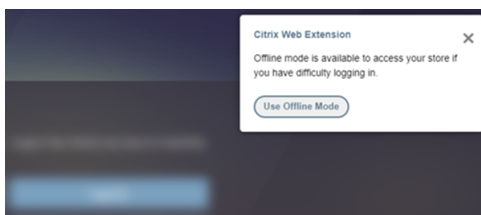
More reliable launches for StoreFront GSLB deployments

When using multiple StoreFront deployments behind a Global Server Load Balancer (GSLB), the responses might be directed to the wrong server, leading to failures in opening apps and desktops. This can be mitigated through GSLB configuration but it is complex to configure. Citrix web extension allows for reliable client detection and opening of apps and desktops with no special configuration for GSLB deployments.

Service Continuity for Workspace

If a user is unable to sign in to their Workspace, Service Continuity enables them to open their resources in offline mode. For more information, see [Service Continuity](#).

When accessing the Workspace web client, users must install Citrix web extension to enable service continuity. During the initial sign in, the extension stores connection leases. Subsequently, if sign-in fails after 60 seconds, the web extension displays a prompt to use Offline Mode.



Users can continue their work without losing their data, enhancing work productivity. Once connectivity is restored, users can click **Reconnect to Workspace** to switch to online mode.

Note:

This functionality applies only when using Workspace, not StoreFront.

This new offline mode prompt is applicable only to Chrome and Edge browsers. For Safari browser, the old prompt remains unchanged.

App Protection for Workspace

When using Workspace, the web extension allows users to view and open apps that have App Protection enabled. This feature prevents unauthorized access to sensitive information from apps by protecting users from keylogging, screen capturing, and other security threats.

For more information, see [App Protection](#).

Note:

Unlike Workspace, StoreFront doesn't require Workspace web extensions for App Protection. For more information, see [StoreFront documentation](#).

Install Citrix web extension

For more information on the installation of the web extension, see [Install Citrix web extension](#).

Reference articles

- [Citrix web extensions on StoreFront](#)
- [Citrix Workspace product documentation](#)
- [Citrix Workspace app product documentation](#)
- [Support for browser extensions on Citrix Enterprise Browser](#)
- [Get secure, reliable access to Citrix Workspace through Citrix Workspace browser extension](#)
- [Service Continuity - Citrix Workspace with DaaS Deployments](#)

What's new in Citrix Web Extension

October 28, 2025

25.7.3

- Citrix web extension now supports [service continuity](#) when using a [custom domain](#).
- This release fixes an issue where Citrix web extension does not work on Safari.

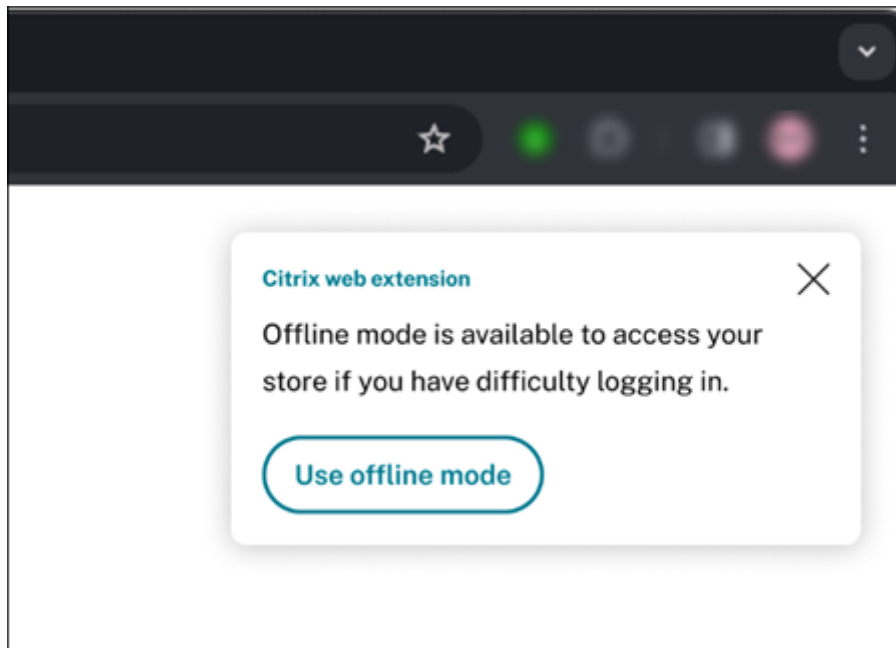
24.6.0

Workspace offline mode prompt

The new prompt brings enhancements in the following areas: improved design, enhanced behavior, and loading time.

Design The new prompt now appear as a pop-up on the screen. Previously, the prompt appeared as a new page that required the user to either reinitiate the authentication or work offline. However, the new pop-up design doesn't need a mandatory response from a user. It provides an option to the

user to choose the offline mode if they encounter any connectivity issues. The new prompt is less intrusive and allows users to continue with their ongoing authentication process.



Additionally, the new prompt is movable, allowing the user to drag it anywhere on the screen to see the content behind it.

Behavior and loading time Significant enhancements are made to the behavior and loading time of the offline mode prompt.

Old behavior: Previously, the prompt appeared within 30 seconds after the user entered the store URL in the browser. Sometimes it might take some extra time for users to sign in to Workspace store due to reasons such as waiting for a push notification, entering 2-factor authentication code, webpage loading time, etc. If user authentication exceeds the 30-seconds threshold due to these reasons, the prompt would appear, interrupting the authentication process.

The user response to the prompt is mandatory and leaves them with only two options: either switch to offline mode or retry the authentication process. Choosing the retry option required the user to reinitiate the whole process, and they had no option to continue with the ongoing authentication process once the prompt window appears.

New behavior: The enhanced offline prompt is less intrusive, as it doesn't interrupt the ongoing user authentication. Users can choose either to continue with the authentication process or can use the offline mode if they are facing any connectivity issues.

The offline mode prompt now appears on the webpage only after 60 seconds, without interrupting the ongoing user authentication process. Due to some reasons if IdP domain fails to respond, the browser

doesn't load any page. In such scenarios, a dialog box appears for offline mode instead of the usual pop-up prompt.

24.4.0

Supports Custom domains

Starting with version 24.4.0, Citrix Web Extension now fully supports the opening of apps and desktops for custom domains on both Microsoft Edge and Google Chrome browsers. Users can seamlessly access their workspace resources on custom domain URLs, enhancing productivity and streamlining workflows.

Install Citrix® web extension

December 19, 2025

There are a number of ways to deploy the Citrix Web Extension.

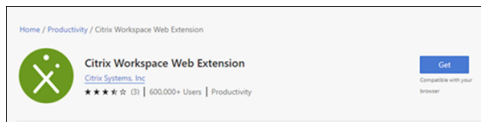
- Manually install from app stores
- Configure Citrix Workspace to prompt users to install Citrix Web Extension
- Using device and web browser management tools.

Once the extension is installed, users can view the detection status and verify whether Citrix Web Extension is used to launch apps and desktops.

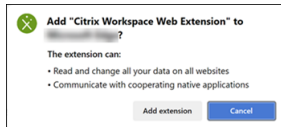
Manual installation

Administrators and end users can add the extension to web browsers manually:

1. Go to the Citrix Web Extension page in the browser's web store.
 - [Chrome web store](#)
 - [Microsoft Edge Addons](#)
 - [Mac App Store](#)
2. Add the extension.
 - In the Chrome web store press **Add to Chrome**.
 - In Microsoft Edge Addons or the Apple Mac Store press **Get**.

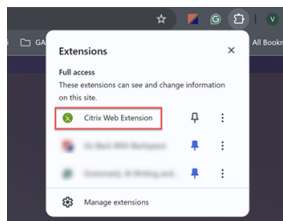


3. Confirm the pop-up message to add the extension to the browser with the requested permissions.

**Note:**

Although it requires permission to read and change data on all websites, it only activates on websites where the URL contains **Citrix**.

Once the extension is added, you can see the extension icon displayed under the **Extensions** button on the toolbar.



For easy access, users can press the pin button to add the extension to the toolbar.

Prompt users to install Citrix Web Extension

You can [configure Citrix Workspace to prompt users to install Citrix Web Extension](#) when they try to launch a resource. It provides a link to the web store. Subsequent steps are the same as manual installation.

This functionality is not available on StoreFront.

Deploy web extension to managed devices and web browsers

Depending on the browser and operating system, you can automatically deploy the Citrix web extensions to devices or web browsers that you manage.

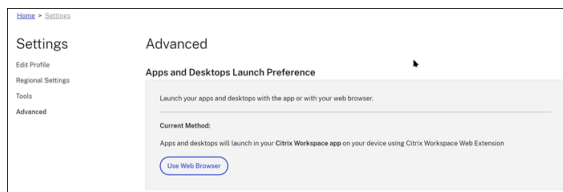
- To deploy Microsoft Edge extensions, see [Manage Microsoft Edge extensions in the enterprise](#).
- To deploy Chrome extensions using Google Admin console, see [Automatically install apps and extensions](#).
- To deploy Google Chrome extensions on Windows using group policy, see [Set Chrome app and extension policies \(Windows\)](#).

- To deploy Chrome extensions on Linux using a configuration file, see [Set Chrome app and extension policies \(Linux\)](#).

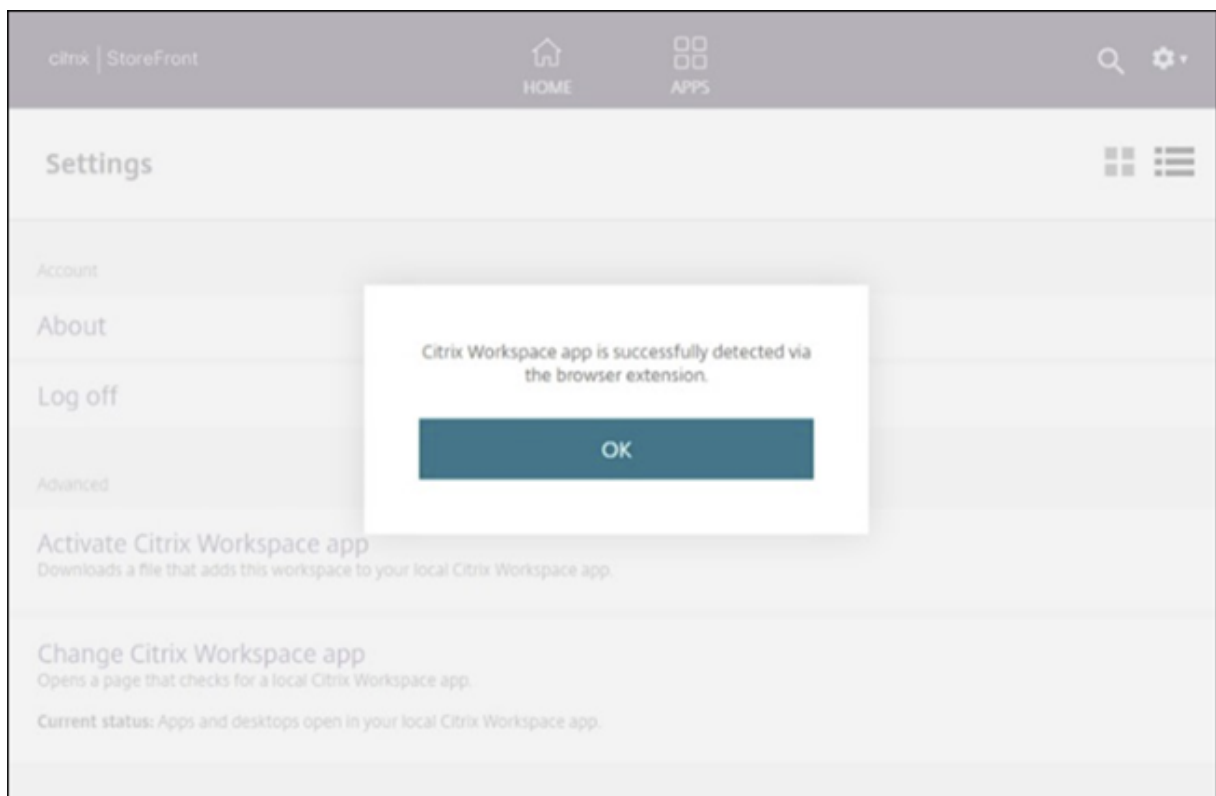
Verify whether Citrix Web Extension is used to launch apps and desktops

Once the web extension is added, users can verify whether it is activated and opens apps and desktops in Citrix Workspace app by going to **Settings > Advanced**.

On the modern UI, the **Settings** screen displays the message **Apps and desktops will launch in your Citrix Workspace app on your device using Citrix web extension**.

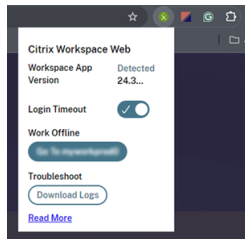


On on-prem StoreFront™ with the Classic UI, click **Change Citrix Workspace app**. If the web extension is detected, it displays the message **Citrix Workspace app is successfully detected via the browser extension**.



Citrix Web Extension status

To view the status, click on the extension to open it. This only applies on Citrix Workspace and Store-Front websites.



It displays the following information and options:

- **Workspace app:** Whether Citrix Workspace app is detected.
- **Version:** The version of Citrix Workspace app detected.
- **Login Timeout:** Manage the offline mode prompt through the Citrix web extension in the browser. To turn off the offline mode prompt, click the extension icon and disable the toggle button.
- **Work Offline:** Manually switch to offline mode without waiting 60 seconds for the offline mode prompt. This option is also useful in the case where **Login Timeout** is disabled.
- **Troubleshoot:** You can collect the error logs using the **Download Logs** option when there are any issues.
- **Read More:** Click this link to learn more.

Upgrading Citrix web extension

By default, Chrome, Edge and Safari automatically update extensions to the latest version.

Configure access to workspaces

October 28, 2025

When you first enable Workspace, a default cloud.com Workspace URL is created to allow users to access the Workspace from their locally installed Citrix Workspace app or web browsers. You can customize this URL or add additional URLs. For more information, see [Workspace URL](#) in this article.

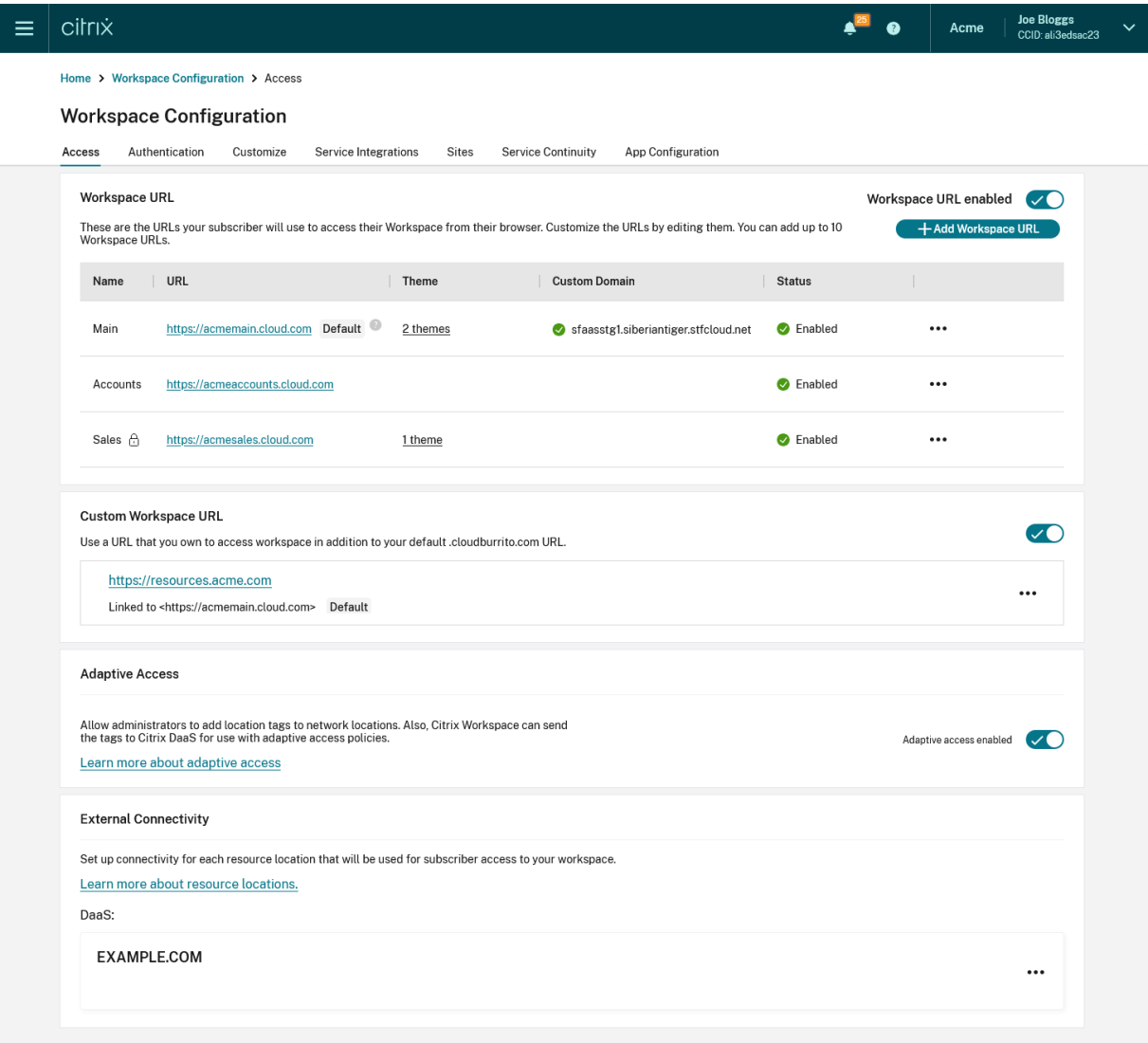
For information on how users can connect to Citrix Workspace, see [User access options](#).

To configure how users authenticate to Workspace, see [Configure Authentication](#).

When a user launches a resource, the user’s device must be able to reach the Virtual Delivery Agent (VDA). For internal users, the endpoint must connect directly to the IP address of the Virtual Delivery Agent (VDA). Remote users can gain external access to their resources if you configure external connectivity with Citrix Gateway or the Citrix Gateway service. For information on enabling remote access to workspaces, see [External connectivity](#) in this article.

To configure access settings:

1. Go to Citrix Cloud™ and sign in with your credentials.
2. Navigate to **Workspace Configuration > Access**.



Workspace URL

To configure the cloud.com URLs that your end users use to access their Workspace, see [Configure Workspace URLs](#).

Custom Workspace URL

In addition to the cloud.com Workspace URLs, you can use your own custom URL in place of the default Workspace URL. For more information, see [Configure a custom domain](#).

Adaptive Access

The Adaptive access feature enables admins to provide granular level access to the apps that users can access based on the context. For more information, see [Adaptive access](#).

To enable Adaptive Access

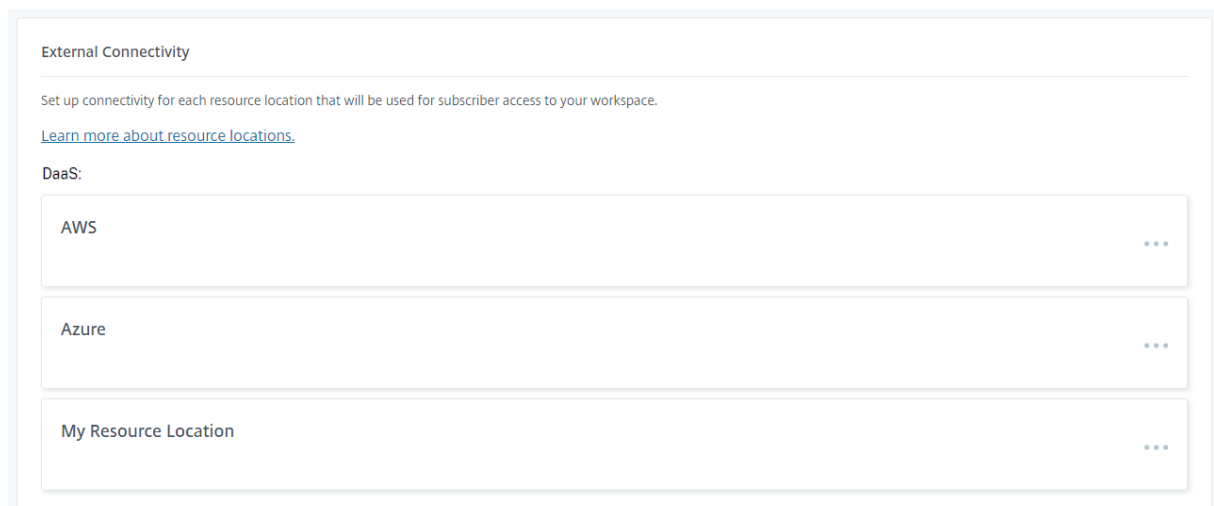
1. Go to the **Access** tab
2. Go to the section **Adaptive access** and click the toggle. A confirmation screen appears.
3. Press **Enable**.

To disable Adaptive Access:

1. Go to the **Access** tab
2. Go to the section **Adaptive access** and click the toggle. A confirmation screen appears.
3. Press **Disable**.

External connectivity

The **External connectivity** panel lists each resource locations and allows you to configure how users connect to resources in those locations. For more information, see [Connectivity to DaaS resources](#).



Configure a custom domain

September 23, 2025

You can allow users to access their store using a custom domain instead or as well as the [cloud.com](#) domain. You must own the domain and each domain can only be used to access a single store.

Each account can have a single custom domain which is linked to the primary store. If you have additional stores then they can only be accessed using their 'cloud.com' URL.

Supported scenarios

Scenarios	Supported	Not supported
Identity providers	AD (+Token), Microsoft Entra ID, Citrix Gateway, Okta, and SAML	Google
Resource types	Virtual Apps and Desktops	Web apps, SaaS apps, and published content
Access methods	Browser, Citrix Workspace™ app	-

Prerequisites

- You can either choose a newly registered domain, or one that you already own. The domain must be in subdomain format (your.company.com). Citrix doesn't support using just a root domain (company.com).
- It is recommended that you use a dedicated domain as a custom domain for Citrix Workspace access. It helps you change the domain easily, if necessary.
- Custom domains cannot contain any Citrix trademarks. Find the full list, see [Cloud Software Group Trademark Guidelines](#).
- The domain you choose must be configured in the public DNS. Any CNAME record names and values included in your domain configuration must be resolvable by Citrix.

Note:

Private DNS configurations are not supported.

- The length of the domain name must not exceed 64 characters.

Configuring your custom domain

Once a custom domain is set, you can't change the URL or certificate type. You can only delete it. Ensure that the domain you choose isn't already configured in DNS. Remove any existing **CNAME** records before attempting to configure your custom domain.

If you're using SAML to connect to your Identity Provider, you need to perform an extra step to complete the SAML configuration. For more information, see [SAML](#).

Note:

When adding the custom URL and configuring SAML, Citrix Cloud™ requires 24 hours for provisioning.

Adding a custom domain

1. Sign in to [Citrix Cloud](#).
2. From the Citrix Cloud menu, select **Workspace Configuration** and then select **Access**.
3. On the **Access** tab, under **Custom Workspace URL** select **+ Add your own domain**.

4. Read the information that appears on the **Overview** page, and select **Next**.
5. Enter your chosen domain in the **Provide a URL** page. Confirm that you own the specified domain by selecting **Confirm that you or your company own the URL provided**, and choose your TLS certificate management preference. It is recommended selecting **managed**, as the certificate renewals are handled for you. For more information, see [Providing a renewed certificate](#). Click **Next**.

If any warnings appear on this page, correct the highlighted issue to proceed.

If you have chosen to provide your own certificate, there's an extra step to complete in the instructions.

Provisioning of your chosen domain takes some time. You can wait with the page open or close it while provisioning is in progress.

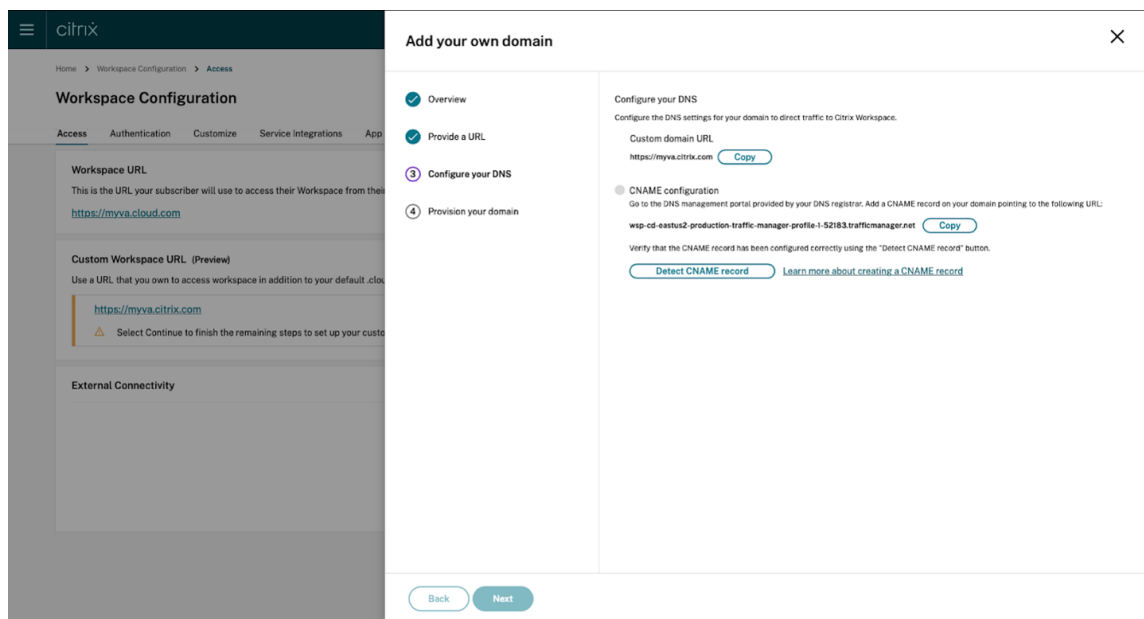
6. If you have the **Provide a URL** page open while provisioning completes, the **Configure your DNS** page opens automatically. If you have closed the page, select the **Continue** button for your custom domain from the **Access** tab.

7. Perform this step in the management portal provided by your DNS registrar. Add a **CNAME**

record for your chosen custom domain that points to the Azure Traffic Manager assigned to you. Copy the address of the traffic manager from the **Configure your DNS** page. The address in the example is as follows:

wsp-cd-eastus2-production-traffic-manager-profile-1-52183.trafficmanager.net

If you have any Certificate Authority Authorization (CAA) records configured in your DNS, add one that allows *Let's Encrypt* to generate certificates for your domain. *Let's Encrypt* is the Certificate Authority (CA) that Citrix uses to generate a certificate for your custom domain. The value for the CAA record must be as follows: *0 issue "letsencrypt.org"*

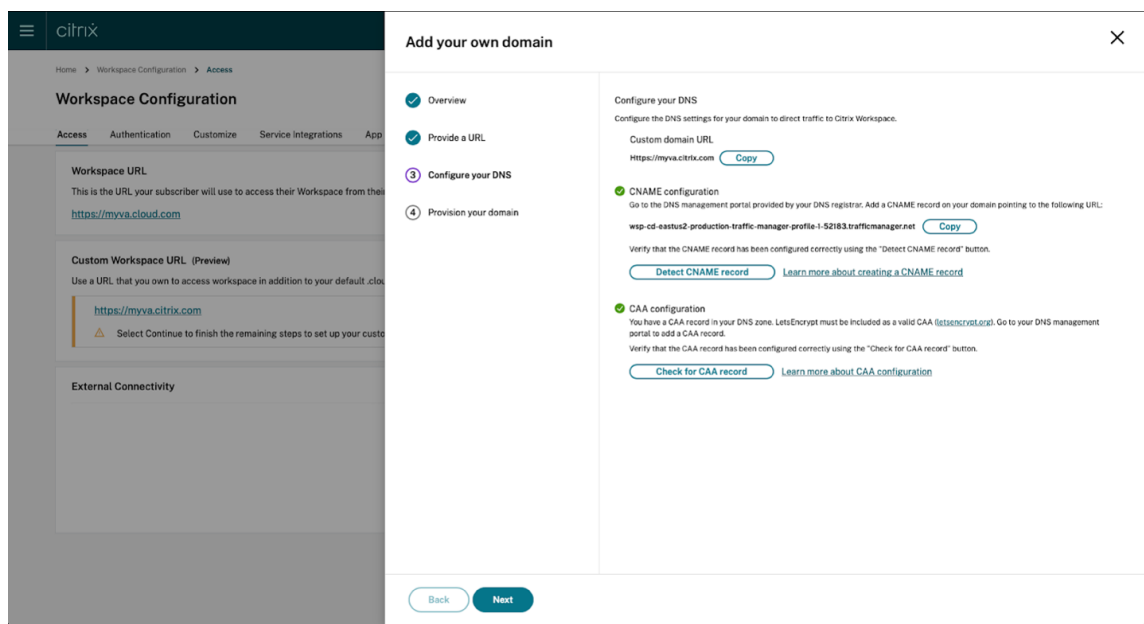


8. Once you configure the CNAME record with your DNS provider, select **Detect CNAME record** to verify that your DNS configuration is correct. If the CNAME record has been configured correctly, a green tick appears next to the **CNAME configuration** section.

If any warnings appear on this page, correct the highlighted issue to continue.

If you have any CAA records configured with your DNS provider a separate **CAA configuration** appears. Select **Detect CAA record** to verify that your DNS configuration is correct. If your CAA record configuration is correct, a green tick appears next to the **CAA configuration** section.

When your DNS configuration is verified, click **Next**.



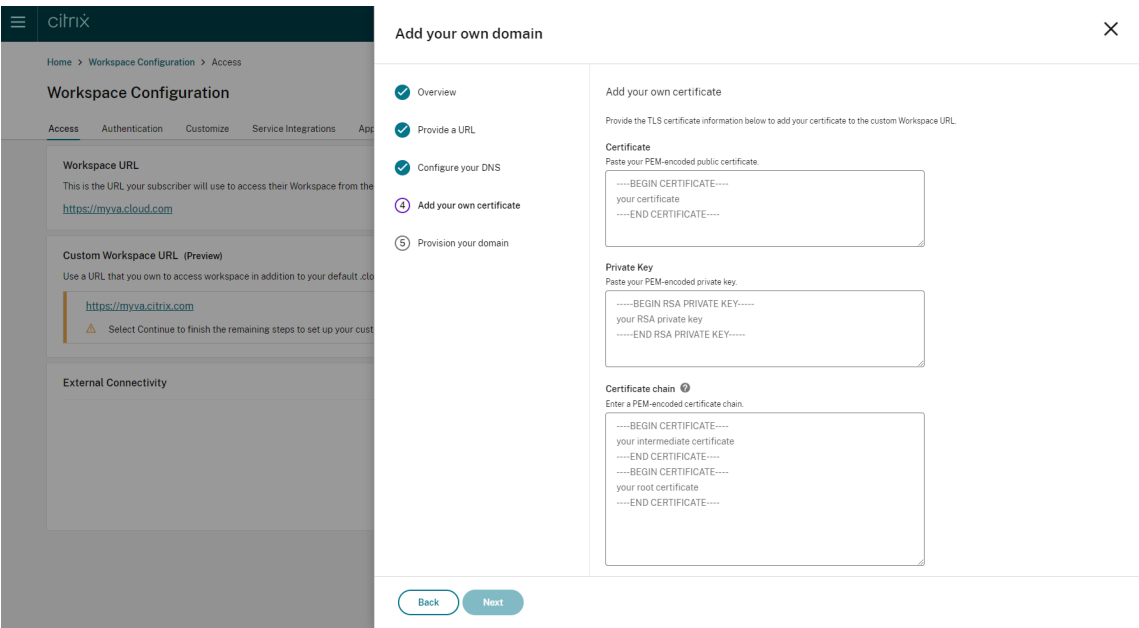
9. **This is an optional step.** If you chose to add your own certificate, complete the required information on the **Add your own certificate** page.

Note:

Password protected certificates are not supported.

If any warnings appear on this page, correct the highlighted issue to proceed. Ensure that the certificate fulfills the following conditions.

- It must be PEM encoded.
- It must remain valid for at least the next 30 days.
- It must be used exclusively for the custom Workspace URL. Wildcard certificates are not acceptable.
- The common name of the certificate must match the custom domain.
- SANs on the certificate must be for the custom domain. Additional SANs are not allowed.
- The duration for which the certificate is valid must not exceed 10 years.



Note:

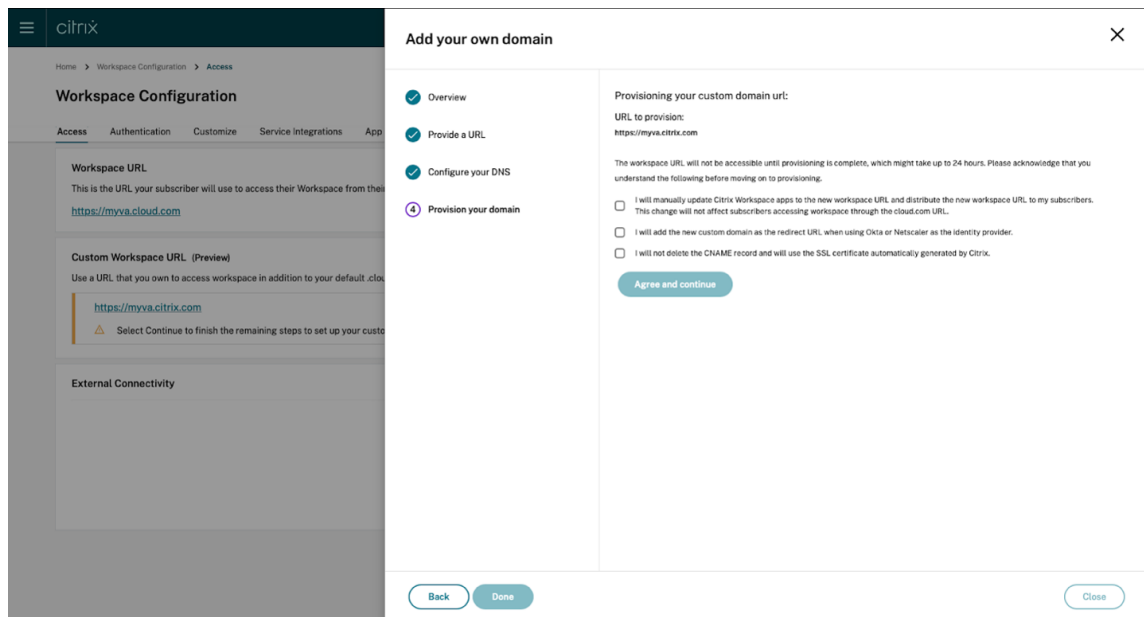
It is recommended that you use a certificate using a secure cryptographic hash function (SHA 256 or > higher). You are responsible for renewing the certificate. If your certificate has expired or is about to expire, see the Providing a renewed certificate section.

10. **This is an optional step.** If you’re using SAML as your Identity Provider, supply the related configuration. Complete the required information on the **Configure for SAML page**.
- Use the following details when configuring the application in your Identity Provider:

Property	Value
Audience	<code>https://saml.cloud.com</code>
Recipient	<code>https://<your custom domain>/saml/acs</code>
ACS URL Validator	<code>https://<your custom domain>/saml/acs</code>
ACS Consumer URL	<code>https://<your custom domain>/saml/acs</code>
Single Logout URL	<code>https://<your custom domain>/saml/logout/callback</code>

11. Read the information that appears on the **Provision your domain** page and acknowledge the given instructions. When you’re ready to continue, select **Agree and continue**.

This final provisioning step can take some time to complete. You can wait with the page open while the operation completes, or you can close the page.



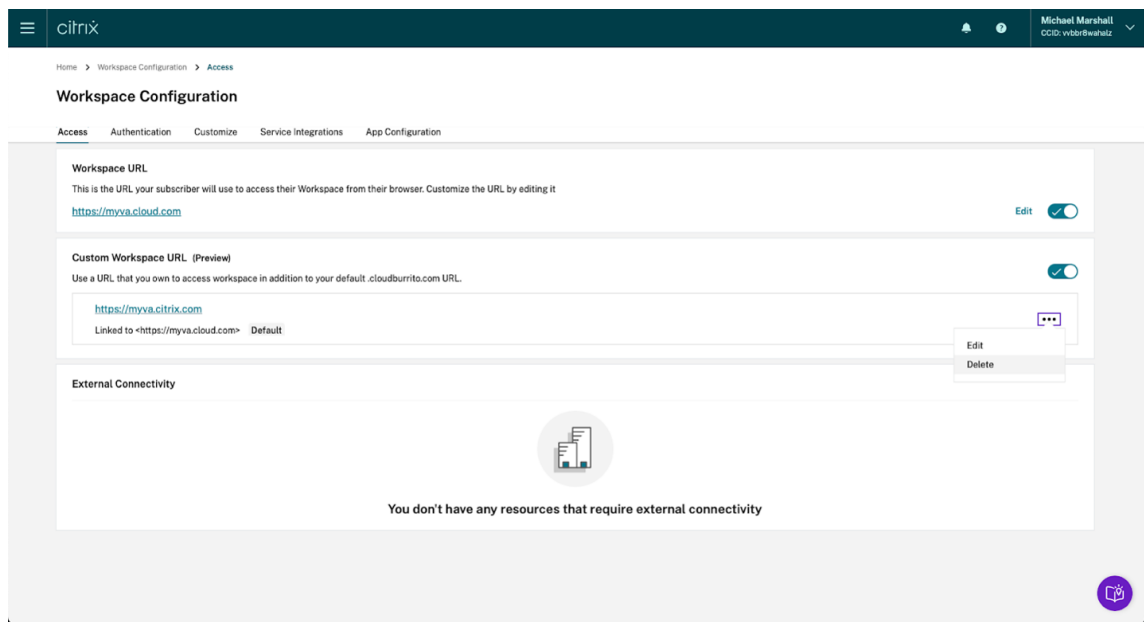
Deleting a custom domain

Deleting a custom domain from your customer removes the ability to access Citrix Workspace using a custom domain. After deleting the custom domain, you can only access Citrix Workspace using the cloud.com address.

When you delete a custom domain, ensure that the CNAME record is removed from your DNS provider.

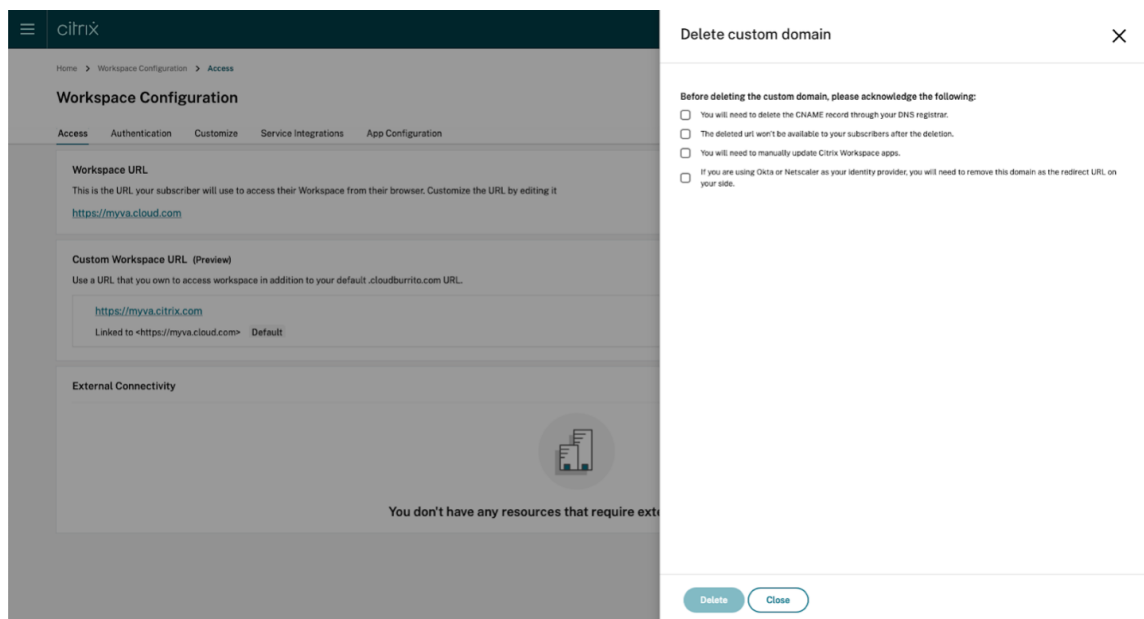
To delete a custom domain,

1. Sign in to [Citrix Cloud](#).
2. From the Citrix Cloud menu, select **Workspace Configuration > Access**.
3. Expand the context menu (...) for the custom domain on the **Access** tab, and select **Delete**.



4. Read the information that appears on the **Delete custom domain** page and acknowledge the given instructions. When you're ready to continue, select **Delete**.

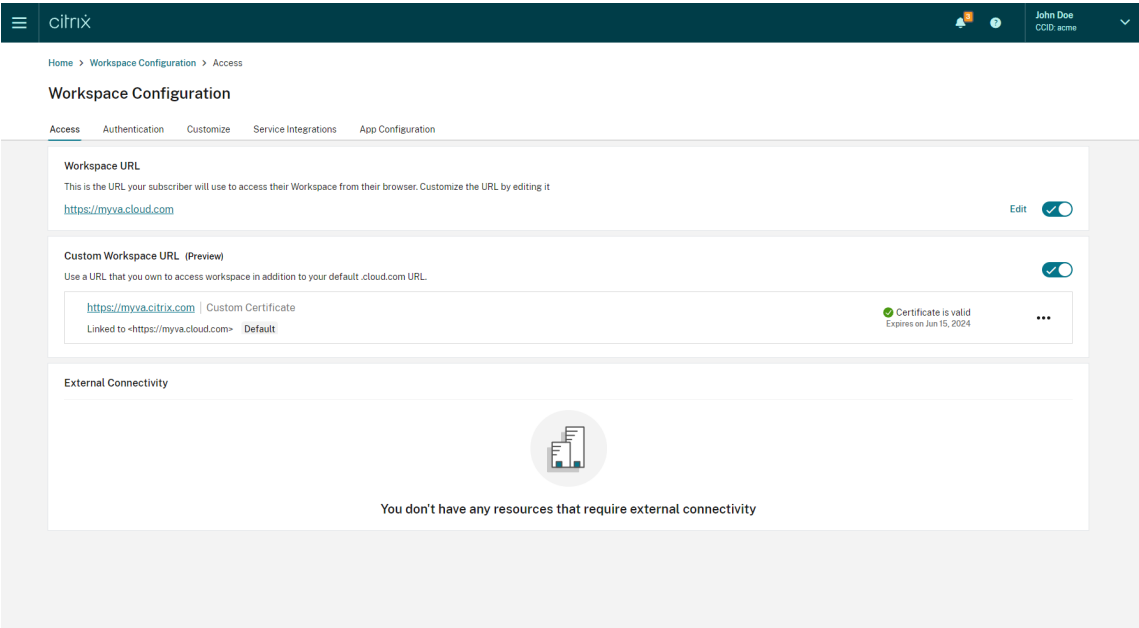
Deleting a custom domain takes some time to complete. You can wait with the page open while the operation completes, or you can close the page.



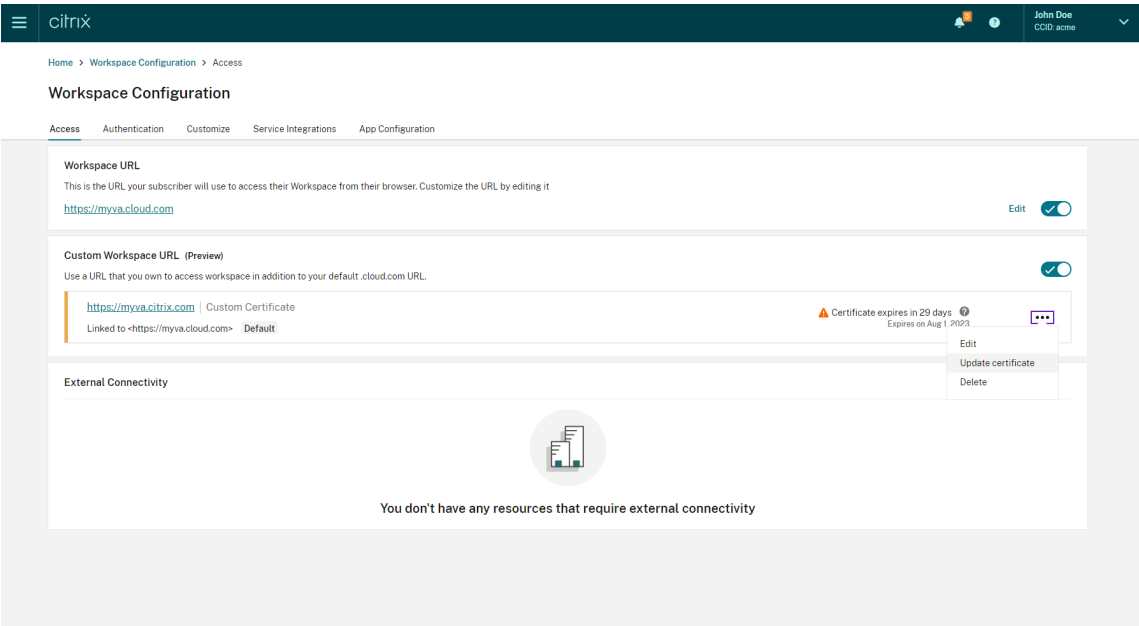
Providing a renewed certificate

1. Sign in to [Citrix Cloud](#).
2. From the Citrix Cloud menu, select **Workspace Configuration > Access**.

3. The certificate's expiration date is shown alongside the custom domain that it is assigned to.



When your certificate is about to expire in 30 days or less, your custom domain displays a warning.



4. Expand the context menu (...) for the custom domain on the **Access** tab. Select **Update certificate**.

The screenshot displays the Citrix Workspace Configuration interface. On the left, the 'Workspace Configuration' page is visible, showing the 'Workspace URL' section with a custom URL 'https://myva.cloud.com'. On the right, an 'Update certificate' dialog box is open, prompting the user to provide TLS certificate information. The dialog box contains three sections: 'Certificate' (for the public certificate), 'Private Key' (for the private key), and 'Certificate chain' (for the certificate chain). Each section has a text area for pasting the PEM-encoded information. The dialog box also includes 'Save' and 'Close' buttons at the bottom.

5. Enter the required information on the **Update certificate** page, and **Save**.

If any warnings appear on this page, correct the highlighted issue to proceed.

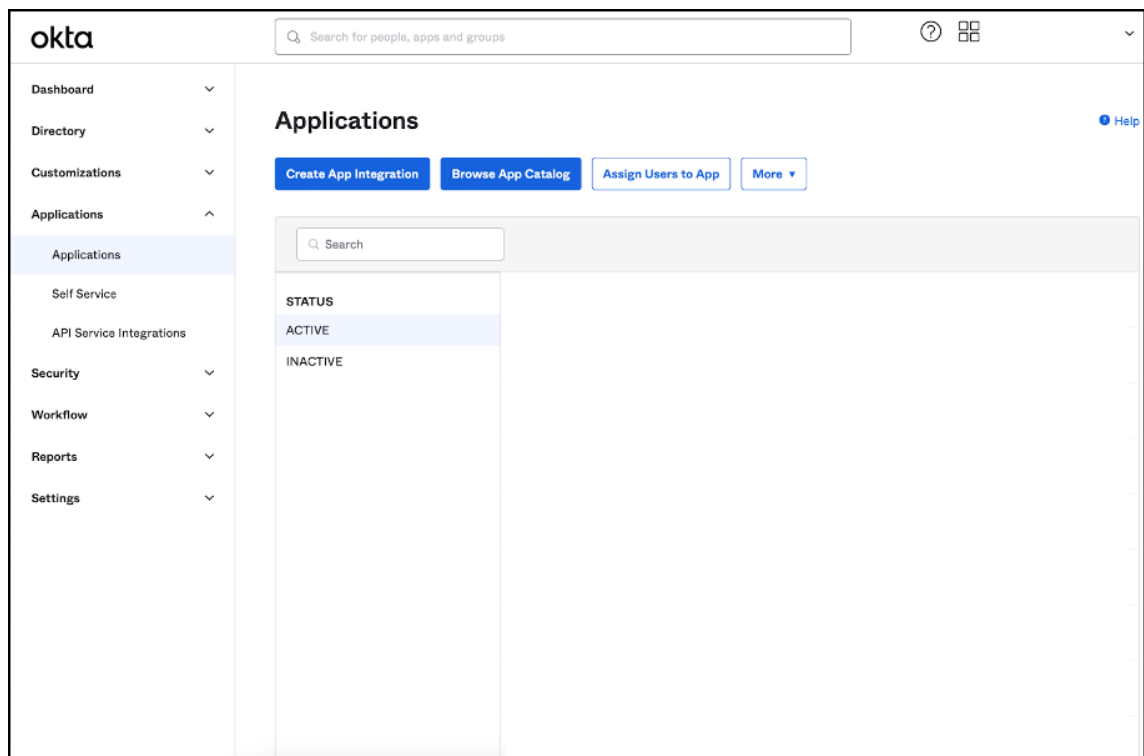
The certificate must meet the same requirements as when the custom domain was created. For more information, see Adding a custom domain.

Configuring your identity provider

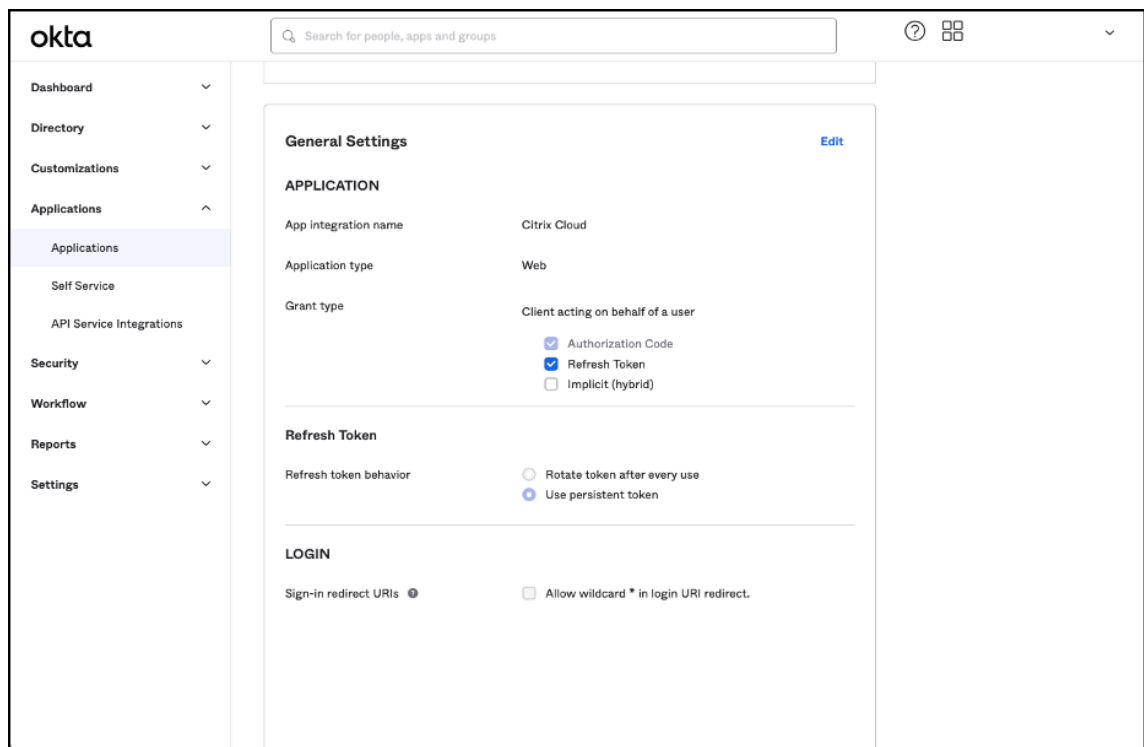
Configuring Okta

Perform the following steps if you are using Okta as the identity provider for Citrix Workspace access.

1. Sign in to the administrator portal for your Okta instance. This instance contains the application that is used by Citrix Cloud.
2. Expand **Applications** then select **Applications** in the menu.



3. Open the application linked to Citrix Cloud.
4. Select **Edit** in the **General Settings** section.



5. In the **LOGIN** section of **General Settings**, add a value for **Sign-in redirect URIs**. Add the new

value without replacing any existing values. The new value must be of the following format:
<<https://your.company.com/core/login-okta>>

6. In the same section add another value for **Sign-out redirect URIs**. Add the new value without replacing any existing values. The new value must be in the following format: <<https://your.company.com>>

7. Click **Save** to store the new configuration.

Note:

To configure SAML with your custom domain, follow the procedure mentioned in [SAML configuration](#).

Configuring OAuth Policies and Profiles

Important

The existing OAuth policy and profile that links Citrix Cloud and Citrix Gateway or your Adaptive Authentication HA pair together, must be updated only if the OAuth credentials are lost. Altering this policy risks breaking the link between Citrix Cloud and Workspaces and affects your ability to log in to Workspaces.

Configuring Citrix Gateway

The Citrix Cloud admin has the access to the unencrypted client secret. These credentials are provided by Citrix Cloud during the Citrix Gateway linking process within **Identity and Access Management >**

Authentication. The OAuth profile and policy is created by the Citrix admin. It is created manually on Citrix Gateway during the connection process.

You need the client ID and unencrypted client secret that were provided during the Citrix Gateway connection process. These credentials are provided by Citrix Cloud and have been saved securely. The unencrypted secret is needed to use both the Citrix ADC interface or the command-line interface (CLI) to create a OAuth policy and profile.

Here's an example of the UI when the client ID and secret are provided to the Citrix Admin.


Note:

The admin cannot obtain a copy of the unencrypted secret after the Citrix Gateway has been connected. They must save the credentials during the connection process.


Create a connection with Citrix Gateway

Copy

→



→



Copy the Client ID and Secret and Redirect URL

Go to your On-Premises Citrix Gateway and input your ID, Secret, and URL to establish the connection. [Learn more](#)

When configuration is completed, test your Gateway connection to enable this identity provider.

Client ID:

3dc

ecbd

Copy

Secret:

zGr

rag==

Copy

Redirect URL:

https://accounts.cloud

.com

Copy

https://accounts.cloud

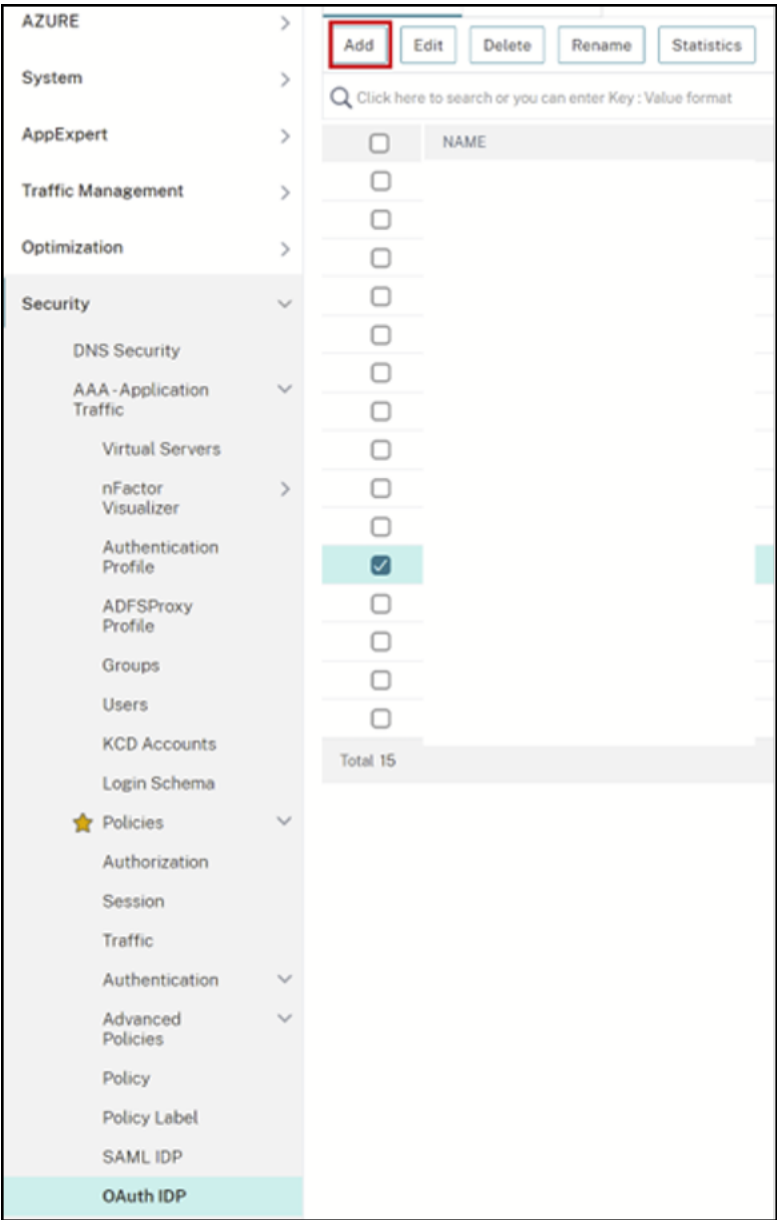
/core/login-cip

You will not have access to the client ID and secret later. You will have to generate a new pair if you lose track of the original. [Download](#) the key to save your ID and secret.

Test and Finish

Using Citrix Cloud Perform these steps to add another OAuth profile and policy using the Citrix Gateway interface:

1. From the menu select **Security > AAA - Application Traffic > OAuth IDP**. Select the existing OAuth policy and click **Add**.



2. When prompted, modify the name of the new OAuth policy to be different from the existing policy selected the previous step. Citrix suggests adding a *custom-URL* to its name.

← Create Authentication OAuth IDP Policy

Name*
GatewayGateway-OAuthPol ⓘ

Action*
Add Edit

Log Action
Add Edit

Undefined-Result Action

Expression *
Select Select Select
true

3. On the Citrix Gateway GUI, create your existing OAuth Profile
4. On the same GUI menu click **Add**.

Create Authentication OAuth IDP Profile

Name*

GatewayIDP-OAuthAction ⓘ

Client ID*

<insert client ID> ⓘ

Client Secret*

<insert unencrypted client secret> ⓘ

Redirect URL*

https://hostname.domain.com/core ⓘ

Issuer Name

ⓘ

Audience

<insert client ID here> ⓘ

Skew Time (mins)

5

Default Authentication Group

Relying Party Metadata URL

Refresh Interval

50

☐ Encrypt Token ⓘ

Signature Service

Attributes

☒ Send Password ⓘ

Create

Close

5. On the Citrix Gateway GUI, bind the new OAuth Policy to your existing authentication, authorization, and auditing virtual server.
6. Navigate to **Security > Virtual Servers > Edit**.

PRIORITY	POLICY NAME	EXPRESSION	ACTION	GOTO EXPRESSION
10	OAuth	true	OAuthProfile	NEXT
20	CustomDomain-OAuthPol	true	CustomDomain-OAuthProfile	NEXT

Using the command-line interface (CLI)

Important

If you don't have a copy of the OAuth credentials saved securely, you need to disconnect and reconnect your Citrix Gateway. Update your existing OAuth profile with new OAuth credentials provided by Citrix Cloud Identity and Access Management. This procedure is not recommended and must be used only if the old credentials are unrecoverable.

1. Use an SSH tool such as PuTTY to connect to your Citrix Gateway instance.
2. Create the OAuthProfile and OAuthPolicy. Add authentication OAuthIDPProfile.

```
"CustomDomain-OAuthProfile"-clientID "<clientID>"-clientSecret "<unencrypted client secret>"-redirectURL "https://hostname.domain.com/core/login-cip"-audience "<clientID>"-sendPassword ON
add authentication OAuthIDPPolicy "CustomDomain-OAuthPol"-rule true -action "CustomDomain-OAuthProfile"
```

3. Bind the OAuthPolicy to the correct authentication, authorization, and auditing virtual server with a lower priority than the existing policy. This instance assumes that the existing policy has a priority of 10, so 20 is used for the new policy. Bind authentication virtual server.

```
"CitrixGatewayAAVServer"-policy "CustomDomain-OAuthPol"-priority 20
```

Configuring Adaptive Authentication

Important

The encrypted secret and encryption parameters for the OAuth profile are different on the Adaptive Authentication primary vs secondary HA gateways. Make sure you obtain the encrypted secret from the primary HA gateway and also run these commands on the primary HA gateway.

The Citrix Cloud admin doesn't have access to the unencrypted client secret. The OAuth policy and profile is created by the Citrix Adaptive auth service during the provisioning phase. It is necessary to use the encrypted secret and CLI commands obtained from the ns.conf file to create OAuth profiles. This cannot be performed using the Citrix ADC UI. Bind the new Custom URL OAuthPolicy to your existing authentication, authorization, and auditing virtual server using a higher priority number than the existing policy that is bound to your existing authentication, authorization, and auditing virtual

server. The lower priority numbers are evaluated first. Set the existing policy to be priority 10 and the new policy to be priority 20 to ensure they are evaluated in the correct order.

1. Connect to your Adaptive Authentication primary node using an SSH tool like PuTTY.

`show ha node`

```

Done
> show ha node
1)
  Node ID:      0
  IP:          192.168.0.4 (adaptive-auth-1)
  Node State: UP
  Master State: Secondary
  Fail-Safe Mode: OFF
  INC State: ENABLED
  Sync State: SUCCESS
  Propagation: ENABLED
  Enabled Interfaces : 0/1
  Disabled Interfaces : None
  HA MON ON Interfaces : None
  HA HEARTBEAT OFF Interfaces : None
  Interfaces on which heartbeats are not seen : None
  Interfaces causing Partial Failure: None
  SSL Card Status: NOT PRESENT
  Sync Status Strict Mode: DISABLED
  Hello Interval: 200 msec
  Dead Interval: 3 secs
  Node in this Master State for: 9:0:15:41 (days:hrs:min:sec)
2)
  Node ID:      1
  IP:          192.168.0.7
  Node State: UP
  Master State: Primary
  Fail-Safe Mode: OFF
  INC State: ENABLED
  Sync State: ENABLED
  Propagation: ENABLED
  Enabled Interfaces : 0/1
  Disabled Interfaces : None
  HA MON ON Interfaces : None
  HA HEARTBEAT OFF Interfaces : None
  Interfaces on which heartbeats are not seen : None
  Interfaces causing Partial Failure: None
  SSL Card Status: NOT PRESENT
Done

```

2. Locate the line within the running configuration of the primary HA gateway containing your existing OAuth Profile.

`sh runn | grep oauth`

3. Copy the output from the Citrix ADC CLI including all encryption parameters.

```

> sh runn | grep oauth
add authentication OAuthIDPProfile AAuthAutoConfig oauthIdpProf -clientID bl656835-20d1-4f6b-addd-1a531fd253f6 -clientSecret od20
514a222303d -encrypted -encryptmethod ENCHTMD_3 -kek -suffix 2023_04_
9_09_12_25 -redirectURL "https://accounts.cloudburrito.com/core/login-cip" -audience bl656835-20d1-4f6b-addd-1a531fd253f6 -sendPassword ON

```

4. Modify the line that you copied from the previous step. Use it to construct a new CLI command that allows you to create an OAuth profile using the encrypted version of the client ID. All encryption parameters must be included.

- Update the name of the OAuth profile to *CustomDomain-OAuthProfile*
- Update the -redirectURL to <https://hostname.domain.com/core/login-cip>

Following example covers both updates.

```
add authentication OAuthIDPProfile "CustomDomain-OAuthProfile"-  
clientID b1656835-20d1-4f6b-addd-1a531fd253f6 -clientSecret <long  
encrypted client Secret> -encrypted -encryptmethod ENCMTHD_3  
-kek -suffix 2023_04_19_09_12_25 -redirectURL "https://hostname  
.domain.com/core/login-cip"-audience b1656835-20d1-4f6b-addd-1  
a531fd253f6 -sendPassword ON
```

```
add authentication OAuthIDPPolicy "CustomDomain-OAuthPol"-rule  
true -action "CustomDomain-OAuthProfile"
```

5. Bind the OAuthPolicy to the correct authentication, authorization, and auditing virtual server with a lower priority than the existing policy. The authentication, authorization, and auditing virtual server name for all Adaptive Authentication deployments is the name *auth_vs*. This instance assumes that the existing policy has a priority of 10, so 20 is used for the new policy.

```
bind authentication vserver "auth_vs"-policy "CustomDomain-  
OAuthPol"-priority 20
```

Known limitations

Some known limitations of the custom domain solution are as follows:

- A custom domain can only be linked to the default Workspace URL. Other Workspace URLs added through the multi-URL feature can't have a custom domain.
- It is not possible to use conditional authentication with a custom domain.
- This feature is not supported on Citrix Workspace app for Windows version 2305 and 2307. Update to the latest supported version.

Configure Workspace URLs

February 16, 2026

Overview

When you first enable Workspace, the system creates a Workspace URL of the form *customername.ccloud.com* that can be used to access the Workspace from web browsers or locally installed Citrix

Workspace app.

You can add additional cloud.com URLs. If you have defined multiple Workspace URLs, you can use these URLs as policy inputs. For example, you might want different branding, authentication methods, and resources for different divisions within your organization.

You can also use your own custom domain as an alias for your default cloud.com domain. For more information, see [configure custom domain](#).

Store name

Each Workspace URL has a Store name. This name is displayed in the Accounts list within Citrix Workspace™ app.

You configure whether the user can modify the store name within Citrix Workspace app. To allow users to edit their store name from the Citrix Workspace app, users must be on the following versions of the Citrix Workspace app clients:

- Citrix Workspace app for Windows version 2405 or later
- Citrix Workspace app for iOS version 24.2.0 or later
- Citrix Workspace app for Mac version 2402

Enable or Disable Workspace URL

You can disable all access to your Workspaces for cloud.com URLs. This affects both locally installed Citrix Workspace app and browsers. Users can continue to use a Custom Workspace URL to access the default Workspace. If you do not have a Custom Workspace URL then this blocks all access.

To disable access via cloud.com:

1. Untick **Workspace URL enabled**. This brings up a confirmation screen.
2. Select the checkboxes to confirm you understand.
3. Press **Disable**.

View URLs

1. Go to Citrix Cloud™ and sign in with your credentials.
2. Navigate to **Workspace Configuration > Access**. Under **Workspace URL**, you can find a list of existing URLs.

The screenshot shows the Citrix Workspace Configuration interface. The top navigation bar includes the Citrix logo, a notification bell with 24 alerts, and user information for Joe Bloggs (CCID: al3edsac23). The breadcrumb trail is Home > Workspace Configuration > Access. The main heading is 'Workspace Configuration', and the 'Access' tab is selected. Below the heading, a table lists workspace URLs. The table has columns for Name, URL, Theme, Custom Domain, and Status. Three entries are shown: 'Main' with URL 'https://acmemain.cloud.com', 'Accounts' with 'https://acmeaccounts.cloud.com', and 'Sales' with 'https://acmesales.cloud.com'. Each entry has a status of 'Enabled' and a link to edit. A '+ Add Workspace URL' button is in the top right. Below the table, the 'Custom Workspace URL' section is shown with a toggle switch and a text input field containing 'https://resources.acme.com'.

Name	URL	Theme	Custom Domain	Status
Main	https://acmemain.cloud.com	Default 2 themes	resources.acme.com	Enabled
Accounts	https://acmeaccounts.cloud.com			Enabled
Sales	https://acmesales.cloud.com	1 theme		Enabled

Custom Workspace URL

Use a URL that you own to access workspace in addition to your default .cloudburrito.com URL.

<https://resources.acme.com>

Linked to <https://acmemain.cloud.com> Default

Add Workspace URLs

Select a unique workspace URL. Citrix Cloud rejects workspace URLs that other customers already use. Use a naming convention that contains a string unique to your organization. Avoid generic URLs such as `workspace.cloud.com` or `mystore.cloud.com`.

For example, you can create URLs using the following format:

- `YourOrgsales.cloud.com`
- `YourOrgengineering.cloud.com`
- `YourOrgmarketing.cloud.com`

From the Access tab, to add a URL:

1. Click **+ Add Workspace URL**
2. Enter a store name.
3. Choose whether you wish the user to be able to modify the store name within Citrix Workspace app.
4. Enter the subdomain.

5. Select the checkboxes as an acknowledgment that you must provide the new URLs to your end users post configuration.
6. Click **Add** to save the URL.

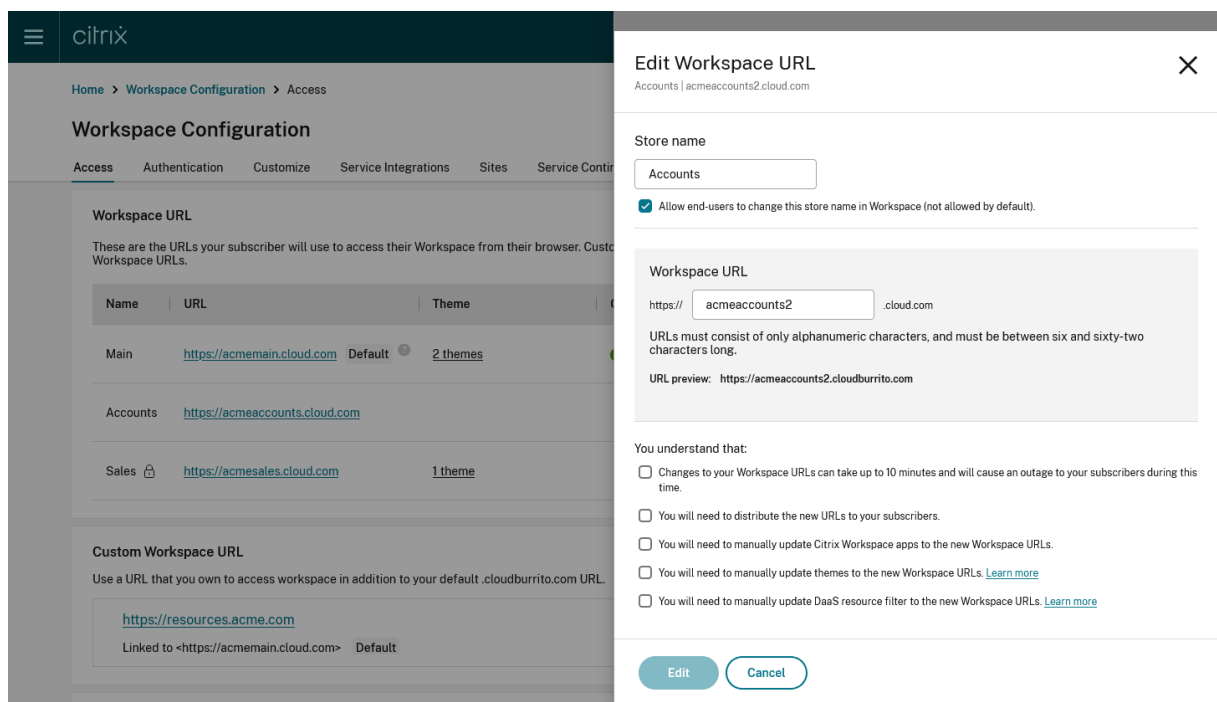
Note:

You can create up to 10 URLs by default. Contact your Citrix representative if you need more URLs.

Modify Workspace URL**Warning:**

When you rename a URL, the old URL is immediately removed and is no longer available. Tell subscribers what the new URL is and manually update all local Citrix Workspace apps to use the new URL. The new URL will be unavailable for up to 10 minutes. If the URL is used in any policy then you must manually update that policy.

1. Click the ... on the row of the Workspace URL you wish to edit.
2. Modify the Store name and Workspace URL as required.
3. If you modified the URL then you must tick several checkboxes to acknowledge that you understand the consequences.



1. Press Edit to save the changes

Configure Workspace URLs using PowerShell

You can also use the [PowerShell API](#) to add or change Workspace URLs.

Run the cmdlet `Set-WorkspaceCustomConfigurations` with the `$WorkspaceHosts` list as the argument to the `-WorkspaceHosts` parameter to update the URL list for the workspace. Give the existing URL as the argument to the `-WorkspaceUrl` parameter. For example:

```

1 # Set a variable to the value of existing URL for the workspace.
2 $WSPURL = "wspmultiurlmain.cloud.com"
3
4 # Specify the new URLs that you want to create in a list, including any
   existing URLs.
5 $WorkspaceHosts = @($WSPURL,"wspmultiurl2.cloud.com","wspmultiurl3.
   cloud.com")
6
7 # Update the configuration
8 Set-WorkspaceCustomConfigurations -WorkspaceUrl $WSPURL `
9                                   -WorkspaceHosts $WorkspaceHosts `
10                                  -ClientId $APIClientID `
11                                  -ClientSecret $APIClientSecret `
12                                  -Verbose

```

Name	Value
-----	-----
windowsShareIdpSessions	
disallowICADownload	False
macShareIdpSessions	
androidwebviewtype	
ioswebviewtype	
inactivityTimeoutInMinutesM...	
linuxShareIdpSessions	
idpdomains	
inactivityTimeoutInMinutes	
workspaceHosts	{wspmultiur1main.cloud.com, wspmultiur12.cloud.com, wspmultiur13.cloud.com}

Configure authentication methods

To configure different authentication methods per URLs:

1. Create a [conditional authentication profile](#).
2. Add a **Policy Condition** of type **Workspace URL** and select the Workspace URL the condition should apply to.
3. Choose the authentication method for that Workspace URL.
4. Repeat for each Workspace URL.
5. In the Workspace Configuration [Authentication](#), choose the conditional authentication profile that you created.

Alternatively if you are using Adaptive Authentication, see [Configure Adaptive Authentication policies](#).

Configure themes and logos

You can create and assign separate themes and logos for each workspace. For more information, see [Appearance](#).

Resource filtering using Secure Private Access

While configuring Citrix DaaS™ with Secure Private Access, you can control the end user's access to resources. You can implement this by configuring Access policies based on Workspace URLs. Access Policies can be configured for delivery groups using the Workspace URL filter.

For more information, see [Citrix Secure Private Access](#)

Send custom announcements

You can display a different custom announcement to your user depending on their Workspace URL. For more information, see [Send custom announcements](#).

Resource Filtering resources from DaaS

You can configure Access Policies for delivery groups based on Workspace URLs. For more information, see [Resource filtering using delivery group access policies](#).

Configure Adaptive Authentication policies

If you are using Adaptive Authentication, you can associate authentication policies with a Workspace URL. This enables you to configure different authentication policies for the end users based on the Workspace URL they're using.

Step 1: Configure a series of authentication actions and policies that you want to use for the Workspace URLs. The policy configuration depends on the type of authentication and the authentication factors that you want to use. Any supported nFactor authentication flow can be used.

For more information, see [Adaptive Authentication](#)

For example, consider the following scenario where:

- The first URL <<https://wspmultiurlmain.cloud.com>> must be mapped to LDAP authentication and OTP.
- The second URL <<https://wspmultiurl2.cloud.com>> must be mapped to LDAP authentication.
- The third URL <<https://wspmultiurl3.cloud.com>> must have End User Cert authentication

Examples:

Check for a particular Workspace URL using exact string matching.

```
1 AAA.USER.WSP.EQ("wspmultiurlmain.cloud.com")
```

Check whether a particular string is contained within a Workspace URL, using substring matching.

```
1 AAA.USER.WSP.CONTAINS("wspmultiurlmain")
```

Step 2: Configure an authentication policy and add your Workspace URL as the expression. The authentication policy is then valid for the Workspace URL that you entered in the **Expression** text field.

The screenshot shows the Citrix Workspace Administration console for 'ADC AZURE AA (100)'. The user is logged in as 'nsadmin'. The 'Authentication' tab is selected, and the 'Smart Access Policy' configuration window is open. The window title is 'Configure Authentication Smart Access Policy'. It contains the following fields and controls:

- Name:** WSPMultiURL2-SmartAccessPol
- Action:** WSPMultiURL2-SmartAccessProfile (with 'Add' and 'Edit' buttons)
- Expression:** AAA.USER.WSPEQ('wspmultiurl2.***.com') (with 'Select' dropdowns and an 'Expression Editor' link)
- Comments:** (empty text area)
- Buttons:** OK, Close, and a help icon.

Step 3: Once you have configured authentication policies based on your URLs, you need to bind them to your authentication virtual server. For more information, see [Authentication policies](#).

Email Discovery to add Workspace URLs to Citrix Workspace app

Email discovery adds all the Workspace URLs configured in the list of service URLs as stores. If you want to add two or more stores through email discovery, configure each Workspace URL as a service URL. It ensures that the URLs are added as stores during the email discovery process.

You can use either of the following methods to add stores:

- Global App Configuration service UI: For more info, see [Configure settings for cloud store](#)
- Global App Configuration API: You can use the preceding portal to make an API call to POST `/aca/discovery/app/workspace/domain` using your registered domain. For more info, see Global App Configuration service API.

If `<user@yourdomain.com>` is entered in the Citrix Workspace app, the Email Discovery service adds all stores listed in service URLs. You can use a UPN, or an email address when it contains the correct domain suffix `mydomain.com`.

Known limitations

The following are some limitations that impact the multiple URL feature.

Workspace Configuration

- The workspace is limited to a single custom domain. It's always linked to the Workspace URL marked as Default in the admin console.
- You can't disable individual URLs. If you disable a Workspace URL within the Citrix Cloud admin console, it disables all the configured URLs.

Citrix Virtual Apps and Desktops™

- Resource filtering using Workspace URL for Citrix Virtual Apps and Desktops (on-premises aggregation) isn't supported.

Citrix Workspace app To add multiple URLs from the same customer as stores, users must be on the following versions of the Citrix Workspace app clients:

- Citrix Workspace app for Windows version 2302 or later
- Citrix Workspace app for iOS version 2303 or later
- Citrix Workspace app for Android version 2303 or later
- Citrix Workspace app for Linux version 2303 or later
- Citrix Workspace app for Mac version 2305
- Citrix Workspace app for iOS version 2303
- Older versions of Citrix Workspace app display a Workspace domain selector menu. In this case, the end user must select the same URL they entered when adding the store. Selecting a different URL requires the user to sign in again.

Global App Configuration Service

- If the Global App Configuration service settings are configured for multiple Workspace URLs, then only one Workspace URL can be added to Citrix Workspace app at a time. Adding a second URL to Citrix Workspace app fails. For example, If GACS settings are configured for both `<https://wspmultiurlmain.yourdomain.com:443>` and `<https://wspmultiurl2.yourdomain.com:443>`, then the user can add only one URL to Citrix Workspace app.
- Account addition fails if more than one GACS configured URL is found during the Global App Configuration service discovery. For example, consider a case where a user enters `<user@yourdomain.com>` in Citrix Workspace app. The domain-based discovery finds two results and GACS settings are configured for both of them. The response returned is: `<https://wspmultiurlmain.yourdomain.com:443>` and `<https://wspmultiurl2.`

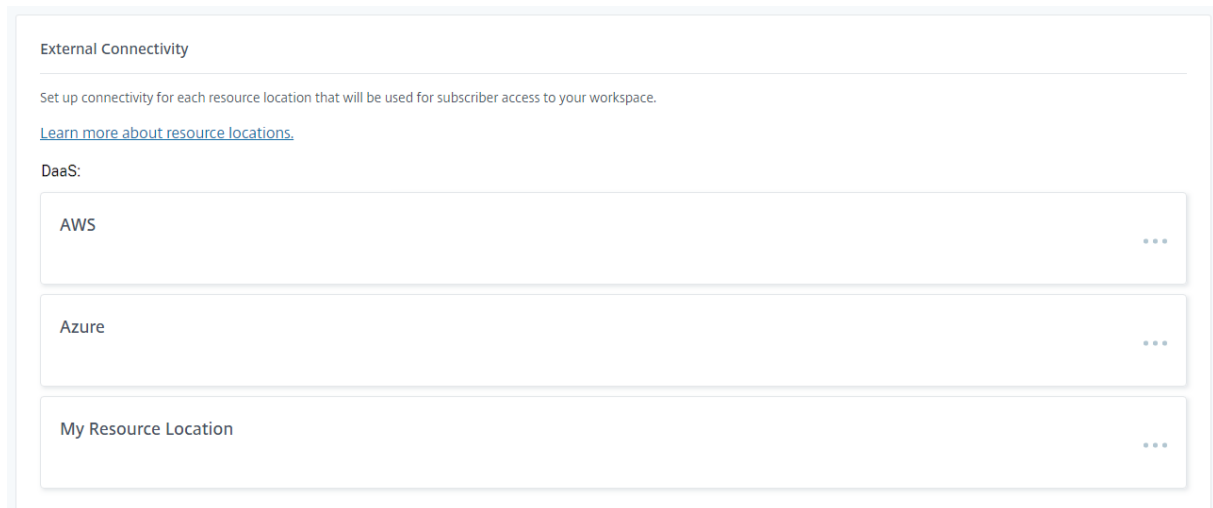
`yourdomain.com:443>`. In this case, account addition fails with Citrix Workspace app as it supports adding only one account with GACS settings configuration.

```
1 {
2
3   "items": [
4     {
5
6       "domain": {
7
8         "name": "yourdomain.com"
9       }
10    ,
11    "app": {
12
13      "workspace": {
14
15        "serviceURLs": [
16          {
17
18            "url": "https://wspmultiurlmain.yourdomain.com:443"
19          }
20        ,
21          {
22
23            "url": "https://wspmultiurl2.yourdomain.com:443"
24          }
25        ,
26          {
27
28            "url": "https://wspmultiurl3.yourdomain.com:443"
29          }
30        ]
31      }
32    }
33  ]
34 }
35
36 }
37
38 ],
39 "nextToken": "None",
40 "count": 1
41 }
```

Connectivity to DaaS resources

February 16, 2026

Devices that are not on the same network as the VDAs hosting your virtual apps and desktops must connect via Citrix Gateway Service or a NetScaler Gateway. The **External connectivity** panel lists each resource locations and allows you to configure how users connect to DaaS resources in those locations.



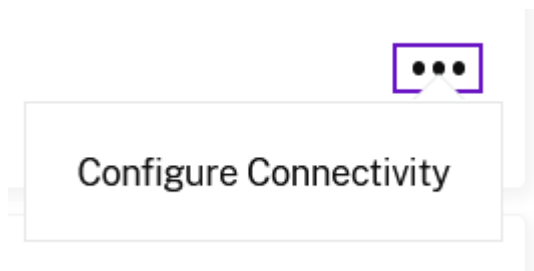
Configure connectivity options

You can define a single Gateway for each resource location. The system uses this gateway unless:

- The device's public IP address matches a [Network location](#). When adaptive access is disabled, Network Locations do not have a connectivity type; all network locations are considered to be internal.
 - If your end users use a web browser to open apps and desktops, the client uses Websockets to connect to the VDA which requires the [VDAs are configured for TLS](#). If the VDA does not have TLS enabled, Citrix Workspace always routes launches through a gateway, even for internal network locations.
 - When defining network locations, it is not possible to distinguish networks that share the same public IP address. For instance if your corporate network and guest wi-fi both use the same public IP address, and you create a Network location for this IP, this will prevent the gateway from being used for the guest wi-fi which may not be desired.
- [HDX direct](#) is enabled and the client determines that it can bypass the gateway and connect directly to the resource. When using HDX direct, there is no need to define network locations to allow direct connectivity.

To edit the connectivity options:

1. Select ... to open the menu



2. Select **Configure Connectivity**.

A screenshot of the 'Configure Connectivity' dialog box. The dialog has a title bar with a close button (X) in the top right corner. The main content area is titled 'Configure Connectivity' and contains a section labeled 'Connectivity Type'. Under this section, there are three radio button options: 'Traditional Gateway', 'Gateway Service', and 'Internal Only'. The 'Internal Only' option is selected, and a note next to it says 'No external connectivity is set up'. At the bottom of the dialog, there are two buttons: 'Save' (a solid teal button) and 'Cancel' (a white button with a teal border).

3. Choose and configure the desired connectivity option.

- Traditional Gateway
- Gateway Service
- Internal only

4. Select **Save**.

Traditional Gateway

You can use a NetScaler gateway for HDX routing.

Warning

[Service continuity](#) is not available when using a NetScaler Gateway. It is recommended that you use Citrix Gateway Service.

1. On the **Configure Connectivity** screen, select **Traditional Gateway**.

Configure Connectivity

Connectivity Type

☒ Traditional Gateway

External FQDN *

gateway.name.com

Add

☐ Gateway Service

☐ Internal Only | No external connectivity is set up

Save

Cancel

2. Enter the address of the gateway and select **Add**.

Configure Connectivity

Connectivity Type

☒ Edit Existing Citrix Gateway

gateway.name.com [Edit](#)

Test STA

i Gateway configuration is required to handle STA (Secure Ticket Authority) traffic. The Test STA button will test the traffic when it is configured.

[View Configuration Details](#)

☐ Gateway Service

☐ Internal Only | No external connectivity is set up

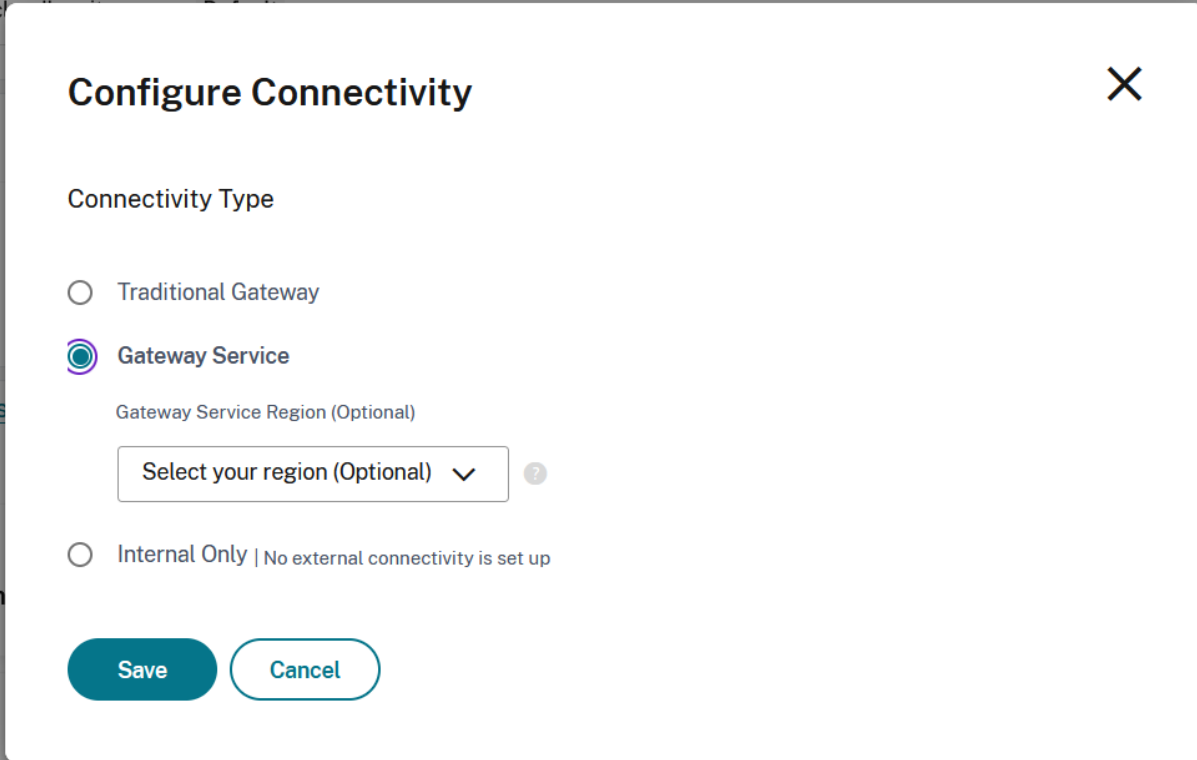
Save

Cancel

3. In the NetScaler Virtual Server configuration [STA server list](#), add all of the Cloud Connectors for the resource location. Currently STA tickets are created by the cloud ticketing authority as long as the NetScaler Gateway can connect to one active Cloud Connector then it can reach the cloud ticketing authority. However in the future STA tickets will be created by a randomly assigned connector in the resource location so it is important that the NetScaler Gateway is configured with the complete list of all connectors in the resource location.
4. Select **Test STA** to check connectivity.

Gateway Service

You can use the [Citrix Gateway Service](#) to provide connectivity to resources without needing to deploy any infrastructure other than Cloud Connectors. Endpoints connect to one of the Citrix Gateway Service points of presence and HDX traffic is routed via the cloud connector to the VDA.



The image shows a 'Configure Connectivity' dialog box with a close button (X) in the top right corner. The 'Connectivity Type' section has two radio buttons: 'Traditional Gateway' and 'Gateway Service'. The 'Gateway Service' option is selected, indicated by a blue circle. Below this, there is a label 'Gateway Service Region (Optional)' and a dropdown menu with the text 'Select your region (Optional)' and a downward arrow. To the right of the dropdown is a small question mark icon. At the bottom, there is a third radio button option: 'Internal Only | No external connectivity is set up'. At the very bottom of the dialog are two buttons: 'Save' (solid blue) and 'Cancel' (outlined blue).

By default Citrix Gateway Service uses the point of presence nearer to the user. You can optionally choose a specific Gateway Service region.

Configure Connectivity

Gateway Service Region (Optional)

Select your region (Optional)

Global (Zone)

US West & Central

US

United States - GCP only

Australia Only

Save

Cancel

Internal only

If you select **Internal only** then clients can only connect to resources if they have direct network connectivity.

Configure Connectivity

Connectivity Type

Traditional Gateway

Gateway Service

Internal Only

No external connectivity is set up

Save

Cancel

Troubleshooting

To verify that launches being routed as expected, use one of the following methods:

- View VDA connections through Monitor.
- Use ICA® file logging to verify the correct addressing of the client connection.

Citrix Monitor

From Citrix Monitor, search for a user with an active session. In the **Session Details** section of the console, direct VDA connections display as UDP connections while gateway connections display as TCP connections.

If you don't see UDP on the DaaS Console then you must enable the HDX™ Adaptive Transport Policy for the VDAs.

ICA file logging

Enable ICA file logging on the client computer as described in [Citrix Workspace app for Windows documentation](#). After launching sessions, examine the **Address** and **SSLProxyHost** entries in the logged ICA file.

Direct VDA connections For direct VDA connections, the **Address** property contains the VDA's IP address and port.

Here's an example of an ICA file when a client launches an application using the NLS:

```
1 [Notepad++ Cloud]
2 Address=;10.0.1.54:1494
3 SslEnable=Off
```

The **SSLProxyHost** property isn't present in this file. This property is included only for launches through a gateway.

Gateway connections For gateway connections, the **Address** property contains the Citrix Cloud STA ticket, the **SslEnable** property is set to **On**, and the **SSLProxyHost** property contains the gateway's FQDN and port.

Here's an example of an ICA file when a client has a connection through the Citrix Gateway service and launches an application:

```
1 [PowerShell ISE Cloud]
2 Address=;40;CWSSTA;027C02199068B33889A40C819A85CBB4
```

```
3  SSLEnable=On
4  SSLProxyHost=global.g.nssvcstaging.net:443
```

Here's an example of an ICA file when a client has a connection through an on-premises gateway and launches an application using an on-premises gateway that is configured within the resource location:

```
1  [PowerShell ISE Cloud]
2  Address=;40;CWSSTA;027C02199068B33889A40C819A85CBB5
3  SSLEnable=On
4  SSLProxyHost=onpremgateway.domain.com:443
```

Note:

On-premises gateway virtual servers that are used to launch virtual apps and desktops must be VPN virtual servers, not nFactor authentication virtual servers. The nFactor authentication virtual servers are for user authentication only and don't proxy resource HDX and ICA launch traffic.

VDA launch failures

If VDA sessions are failing to launch, verify you're using public IP address ranges from the correct network. When configuring your network locations, you must use the public IP address ranges of the network where your internal users are connecting from to reach the Internet.

Internal VDA launches still routed through the gateway

If VDA sessions launched internally are still being routed through the gateway as if they were external sessions, verify you're using the correct public IP address that your internal users are connecting from to reach their workspace. The public IP address listed in the NLS site must correspond to the address that the client launching the resources uses to access the Internet. To obtain the correct public IP address for the client, log on to the client machine, visit a search engine, and enter "what is my ip" in the search bar.

All clients that launch resources within the same office location typically access the Internet using the same network egress public IP address. These clients must have an internet network route to the subnets where the VDAs reside, which isn't blocked by a firewall.

Configure Authentication

November 17, 2025

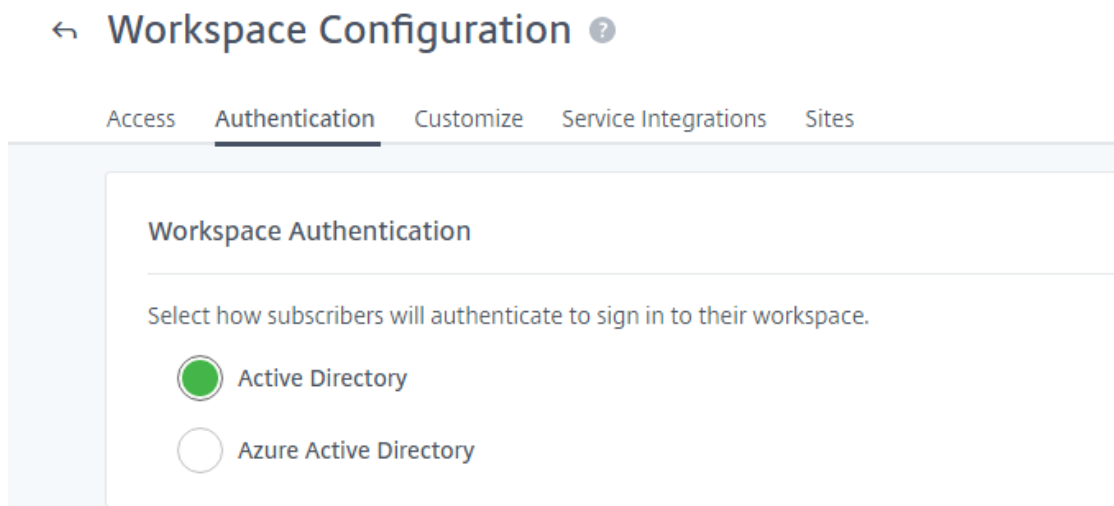
As an administrator, you can choose to have your subscribers authenticate to their workspaces using one of the following authentication methods:

- Active Directory (AD)
- Active Directory plus token
- Azure Active Directory (AAD)
- Citrix Gateway
- Google
- Okta
- SAML 2.0

Citrix Workspace™ also supports single sign-on to your virtual apps and desktops. When the user enters their Active Directory credentials, Workspace can use these to provide SSO to resources. When using other IdPs, Workspace can use Citrix Federated Authentication Service (FAS) to provide single sign-on (SSO) to resources.

Choose or change authentication methods

1. Define one or more identity providers in **Identity and Access Management**. For instructions, visit [Identity and access management](#).
2. Choose or change how subscribers authenticate to their workspace in **Workspace Configuration > Authentication > Workspace Authentication**.



Important:

Switching authentication modes can take up to five minutes and causes an outage to your subscribers during that time. The outage affects access to the store and has no impact on HDX™ ses-

sions. Citrix recommends limiting changes to periods of low usage. If you do have subscribers logged on to Citrix Workspace using a browser or Citrix Workspace app, advise them to close the browser or exit the app. After waiting approximately five minutes, they can sign in again using the new authentication method.

Active Directory (AD)

By default, Citrix Cloud™ uses Active Directory (AD) to manage subscriber authentication to workspaces.

To use AD, you must have at least two Citrix Cloud Connectors installed in the on-premises AD domain. For more information on installing the Cloud Connector, see [Cloud Connector Installation](#).

Single Sign-on to VDAs with AD

When using AD authentication, Workspace provides SSO capability when launching AD joined virtual apps and desktops.

Active Directory (AD) plus token

For greater security, Citrix Workspace supports a time-based token as a second factor of authentication to AD sign-in.

For each login, Workspace prompts subscribers to enter a token from an authentication app on their enrolled device. Before signing in, subscribers must enroll their device with an authentication app that follows the Time-Based One-Time Password (TOTP) standard, such as Citrix SSO. Currently, subscribers can enroll only one device at a time.

For more information, see [Tech Insight: Authentication - TOTP](#) and [Tech Insight: Authentication - Push](#).

Single Sign-on to VDAs with AD plus token

When using AD plus token authentication, Workspace provides SSO capability when launching AD joined virtual apps and desktops.

Requirements for AD plus token

Active Directory plus token authentication has the following requirements:

- A connection between Active Directory and Citrix Cloud, with at least two Cloud Connectors installed in your on-premises environment. For requirements and instructions, see [Connect Active Directory to Citrix Cloud](#).
- **Active Directory + Token** authentication enabled in the **Identity and Access Management** page. For information, see [To enable Active Directory plus token authentication](#).
- Subscriber access to email to enroll devices.
- A device on which to download the authentication app.

First-time enrollment

Subscribers enroll their devices using the enrollment process described in [Register devices for two-factor authentication](#).

During first-time sign-in to Workspace, subscribers follow the prompts to download the Citrix SSO app. The Citrix SSO app generates a unique one-time password on an enrolled device every 30 seconds.

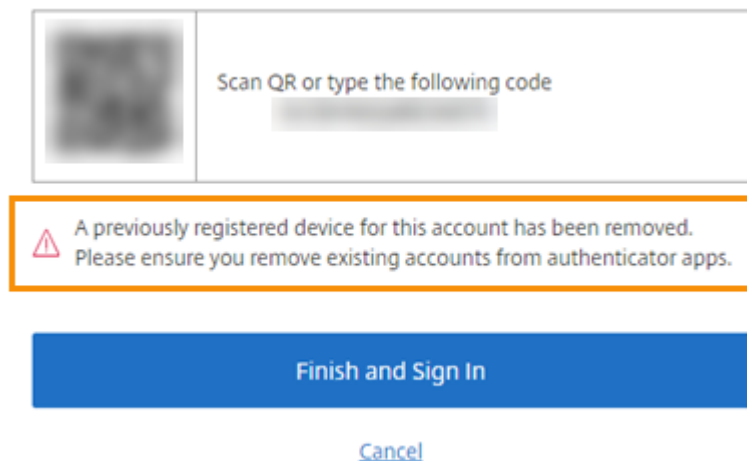
Important:

During the device enrollment process, subscribers receive an email with a temporary verification code. This temporary code is used only to enroll the subscriber's device. Using this temporary code as a token for signing in to Citrix Workspace with two-factor authentication isn't supported. Only verification codes that are generated from an authentication app on an enrolled device are supported tokens for two-factor authentication.

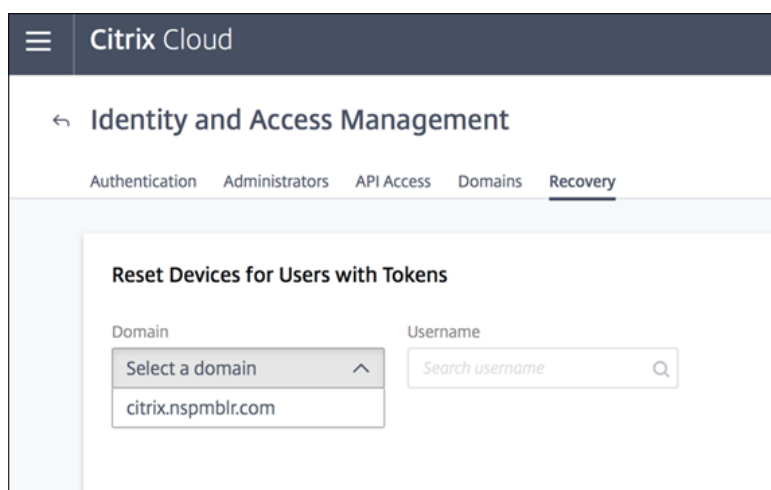
Re-enroll a device

If a subscriber no longer has their enrolled device or needs to re-enroll it (for example, after erasing content from the device), Workspace provides the following options:

- Subscribers can re-enroll their devices using the same enrollment process described in [Register devices for two-factor authentication](#). Because subscribers can enroll only one device at a time, enrolling a new device or re-enrolling an existing device removes the previous device registration.



- Administrators can search for subscribers by Active Directory name and reset their device. To do that, go to **Identity and Access Management > Recovery**. During the next sign-on to Workspace, the subscriber experiences the first-time enrollment steps.



Azure Active Directory

Use of Azure Active Directory (AD) to manage subscriber authentication to workspaces has the following requirements:

- Microsoft Entra ID (formerly Microsoft Azure AD) with a user who has global administrator permissions. For more information on the Microsoft Entra ID applications and permissions that Citrix Cloud uses, see [Azure Active Directory Permissions for Citrix Cloud](#).
- A Citrix Cloud Connector™ installed in the on-premises AD domain. The machine must also be joined to the domain that is syncing to Microsoft Entra ID.
- VDA version 7.15.2000 LTSR CU VDA or 7.18 current release VDA or higher.

- A connection between Microsoft Entra ID and Citrix Cloud. For information, see [Connect Azure Active Directory to Citrix Cloud](#).
- Any version of Citrix Workspace app. If using legacy Citrix Receiver™ then you must use the following minimum versions:
 - Citrix Receiver for Windows 4.11 CR or 4.9 LTSR CU2 or higher
 - Citrix Receiver for Linux 13.8
 - Citrix Receiver for Android 3.13 and later

When syncing your Active Directory to Microsoft Entra ID, the UPN and SID entries must be included in the sync. If these entries aren't synchronized, certain workflows in Citrix Workspace fail.

Warning:

- If you're using Microsoft Entra ID, don't make the registry change described in [CTX225819](#). Making this change might cause session launch failures for Microsoft Entra ID users.
- Adding a group as a member of another group (nesting) is supported with the [DSAuthAzureAdNestedGroups](#) feature enabled. You can enable [DSAuthAzureAdNestedGroups](#) by submitting a request to Citrix Support.

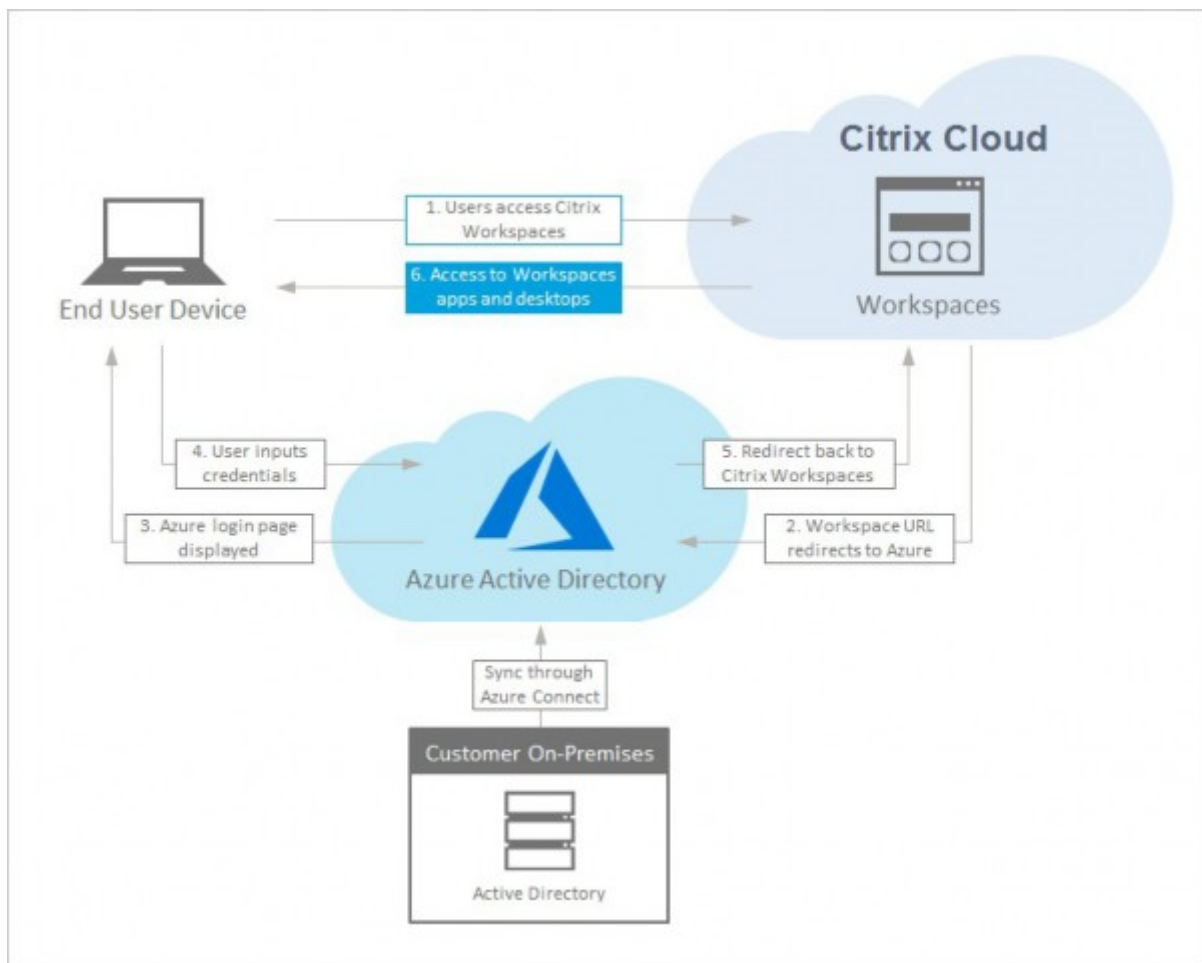
After enabling Microsoft Entra ID authentication:

- **Added security:** For security, users are prompted to sign in again when launching an app or a desktop. The password information flows directly from user's device to the VDA that is hosting the session.
- **Sign-in experience:** Microsoft Entra ID authentication provides federated sign-in, not single sign-on (SSO). Subscribers sign in from an Azure sign-in page, and might have to authenticate again when opening Citrix DaaS.

For SSO, enable the Citrix Federated Authentication Service in Citrix Cloud. See [Enable single sign-on for workspaces with Citrix Federated Authentication Service](#) for more information.

You can customize the sign-in experience for Microsoft Entra ID. For information, see the [Microsoft documentation](#). Any sign-in customizations (the logo) made in Workspace Configuration do not affect the Microsoft Entra ID sign-in experience.

The following diagram shows the sequence of Microsoft Entra ID authentication.



Sign-out experience

Use **Settings > Log Off** to complete the sign-out process from Workspace and Microsoft Entra ID. If subscribers close the browser instead of using the **Log Off** option, they might remain signed in to Microsoft Entra ID.

Important:

If Citrix Workspace times out in the browser due to inactivity, subscribers remain signed in to Microsoft Entra ID. This prevents a Citrix Workspace timeout from forcing other Microsoft Entra ID applications to close.

Single Sign-on to VDAs with EntraID

If the IdP is Entra ID then you can use Entra ID SSO to VDAs. For other cases, to enable Single Sign on to VDAs you must use FAS.

Citrix Gateway

Citrix Workspace supports using an on-premises Citrix Gateway as an identity provider to manage subscriber authentication to workspaces. For more information, see [Tech Insight: Authentication - Citrix Gateway](#).

Requirements for Citrix Gateway

Citrix Gateway authentication has the following requirements:

- A connection between your Active Directory and Citrix Cloud. For requirements and instructions, see [Connect Active Directory to Citrix Cloud](#).
- Subscribers must be Active Directory users to sign in to their workspaces.
- If you're performing federation, your AD users must be synchronized to the federation provider. Citrix Cloud requires the AD attributes to allow users to sign in successfully.
- An on-premises Citrix Gateway:
 - Citrix Gateway 12.1 54.13 Advanced edition or later
 - Citrix Gateway 13.0 41.20 Advanced edition or later
- **Citrix Gateway** authentication enabled in the **Identity and Access Management** page. This generates the client ID, secret, and redirect URL required to create the connection between Citrix Cloud and your on-premises Gateway.
- On the Gateway, an OAuth IdP authentication policy is configured using the generated client ID, secret, and redirect URL.

For more information, see [Connect an on-premises Citrix Gateway as an identity provider to Citrix Cloud](#).

Subscriber experience of Citrix Gateway

When authentication with Citrix Gateway is enabled, subscribers experience the following workflow:

1. The subscriber navigates to the Workspace URL in their browser or launches Workspace app.
2. The subscriber is redirected to the Citrix Gateway logon page and is authenticated using any method configured on the Gateway. This method can be MFA, federation, conditional access policies, and so on. You can customize the Gateway logon page so that it looks the same as the Workspace sign-in page using the steps described in [CTX258331](#).
3. After successful authentication, the subscriber's workspace appears.

Single sign-on with Gateway

Depending on how you configure Citrix Gateway, you might not need FAS for SSO to DaaS. For more information on configuring Citrix Gateway, visit [Create an OAuth IdP policy on the on-premises Citrix Gateway](#).

Google

Citrix Workspace supports using Google as an identity provider to manage subscriber authentication to workspaces.

Requirements for Google

- A connection between your on-premises Active Directory and Google Cloud.
- A developer account with access to the Google Cloud Platform console. This account is required for creating a service account and key, and enabling the Admin SDK API.
- An administrator account with access to the Google Workspace Admin console. This account is required for configuring domain-wide delegation and a read-only API user account.
- A connection between your on-premises Active Directory domain and Citrix Cloud, with **Google** authentication enabled in the **Identity and Access Management** page. To create this connection, at least two Cloud Connectors are required in your resource location.

For more information, see [Connect Google as an identity provider to Citrix Cloud](#).

Subscriber experience with Google

When authentication with Google is enabled, subscribers experience the following workflow:

1. The subscriber navigates to the Workspace URL in their browser or launches the Workspace app.
2. The subscriber is redirected to the Google sign-in page and is authenticated using the method configured in Google Cloud (for example, multifactor authentication, conditional access policies, and so on).
3. After successful authentication, the subscriber's workspace appears.

Single Sign-on to VDAs with Google

When using Google authentication, to enable Single Sign on to VDAs you must use FAS.

Okta

Citrix Workspace supports using Okta as an identity provider to manage subscriber authentication to workspaces. For more information, see [Tech Insight: Authentication - Okta](#).

Requirements for Okta

Okta authentication has the following requirements:

- A connection between your on-premises Active Directory and your Okta organization.
- An Okta OIDC web application configured for use with Citrix Cloud. To connect Citrix Cloud to your Okta organization, you must supply the Client ID and Client Secret associated with this application.
- A connection between your on-premises Active Directory domain and Citrix Cloud, with **Okta** authentication enabled in the **Identity and Access Management** page.

For more information, see [Connect Okta as an identity provider to Citrix Cloud](#).

Subscriber experience with Okta

When authentication with Okta is enabled, subscribers experience the following workflow:

1. The subscriber navigates to the Workspace URL in their browser or launches the Workspace app.
2. The subscriber is redirected to the Okta sign-in page and is authenticated using the method configured in Okta (for example, multifactor authentication, conditional access policies, and so on).
3. After successful authentication, the subscriber's workspace appears.

Single Sign-on to VDAs with Okta

When using Okta authentication, to enable Single Sign on to VDAs you must use FAS.

SAML 2.0

Citrix Workspace supports using SAML 2.0 to manage subscriber authentication to workspaces. You can use the SAML provider of your choice, provided it supports SAML 2.0.

Requirements for SAML 2.0

SAML authentication has the following requirements:

- SAML provider that supports SAML 2.0.
- On-premises Active Directory domain.
- Two Cloud Connectors deployed to a resource location and joined to your on-premises AD domain.
- AD integration with your SAML provider.

For more information about configuring SAML authentication for workspaces, see [Connect SAML as an identity provider to Citrix Cloud](#).

Subscriber experience with SAML 2.0

1. The subscriber navigates to the Workspace URL in their browser or launches Citrix Workspace app.
2. The subscriber is redirected to the SAML identity provider sign-in page for their organization. The subscriber authenticates with the mechanism configured for the SAML identity provider, such as multifactor authentication or conditional access policies.
3. After successful authentication, the subscriber's workspace appears.

Single Sign-on to VDAs with SAML 2.0

If the IdP is Entra ID then you can use Entra ID SSO to VDAs. For other cases, to enable Single Sign on to VDAs you must use FAS.

Citrix Federated Authentication Service (FAS)

Citrix Workspace supports using Citrix Federated Authentication Service (FAS) for single sign-on (SSO) to Citrix DaaS. Without FAS, subscribers using a federated identity provider are prompted to enter their credentials more than once to access their virtual apps and desktops.

For more information, see [Citrix Federated Authentication Service \(FAS\)](#).

Entra ID SSO to VDAs

If where the user has authenticated using Entra ID, Citrix Workspace supports using the Entra ID session to authenticate to the VDAs. For more information, see [Microsoft Entra single sign-on](#).

This functionality is disabled by default and should only be enabled once you have completed the rest of the configuration, otherwise users may experience delayed or failed launches. To enable it, use the [PowerShell modules](#) version 1.0.6.

```
1 Set-StoreConfigurations -StoreUrl "https://<yourstore>.cloud.com" -  
   ClientId "<clientId>" -ClientSecret "<clientSecret>" -  
   AzureAdSsoEnabled $True
```

More information

- [Tech Brief: Workspace Single Sign-On](#)
- [Tech Insights - Citrix Workspace](#)

Customize your workspace experience

September 1, 2025

To customize the workspace, from the menu open **Workspace Configuration** then the **Customize** tab.

The screenshot displays the Citrix Workspace Configuration web application. The top navigation bar includes the Citrix logo, a hamburger menu, a notification bell, a help icon, and user information for 'Acme co' and 'Jo Bloggs' with a dropdown arrow. Below the navigation bar, a breadcrumb trail reads 'Home > Workspace Configuration > Customize > Appearance'. The main heading is 'Workspace Configuration'. A secondary navigation bar contains tabs: 'Access', 'Authentication', 'Customize' (which is selected and underlined), 'Service Integrations', 'Sites', 'Service Continuity', and 'App Configuration'. Under the 'Customize' tab, there are three sub-tabs: 'Appearance' (selected), 'Features', and 'Preferences'. The 'Appearance' section is titled 'Customize how subscribers will see their workspace.' and contains two main sections: 'Default Appearance' and 'Appearance themes'. The 'Default Appearance' section states 'Applied by default to all users not assigned to another theme.' and has an 'Edit' button. The 'Appearance themes' section states 'Apply an after sign-in appearance theme to override the default for a specific set of users.' and has an 'Add theme' button. Below this, there is a filter section: 'Filter themes by: User group ▼ Access domain ▼'.

Appearance

To customize your workspace with your own logos and colors, go to the **Appearance** tab. For more information, see [Customize the appearance of workspaces](#).

Features

To customize which feature your users have access to, go to the **Features** tab. For more information, see [Enable and disable features](#).

Preferences

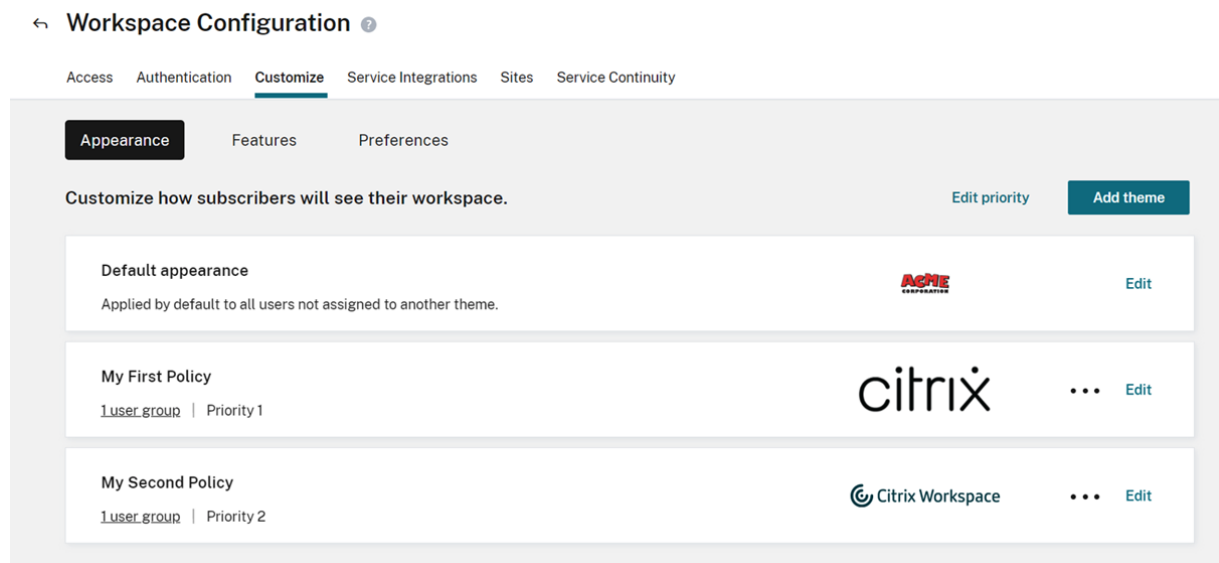
To modify other aspects of behavior, appearance, and configure access methods for the store, apps, and desktops, go to the **Preferences** tab. For more information, see the following pages:

- [Custom announcements](#)
- [Allow end users to change their account password](#)
- [Pinned links](#)
- [User interface settings](#)
- [Workspace sessions](#)
- [Store access](#)
- [Log in dialog](#)

Customize the appearance of workspaces

September 6, 2025

You can create themes to customize the logos and colors of your Workspace to match your corporate branding guidelines. You can configure a default theme along with additional theme overrides that apply to specific workspaces or user groups. To view and modify the appearance, from **Workspace Configuration** select **Customize** then **Appearance**.



Supported customizations

Sign in appearance

For the sign-in page, you can only replace the logo. The rest of the sign-in page, including the colors, isn't affected.

Note:

Changes to the sign-in logo don't impact users who authenticate to their workspace using third-party identity providers, such as Microsoft Entra ID and Okta.

For information on how to customize an Microsoft Entra ID sign-in page, see the [Microsoft documentation](#). For information on how to customize the sign-in page hosted by Okta, see the [Okta Developer documentation](#).

You can also customize the on-premises Citrix Gateway sign-in page, configured in the Citrix ADC appliance rather than in **Workspace Configuration**. For more information, see the [Support Knowledge Center article](#).

After log in appearance

You can customize the following elements

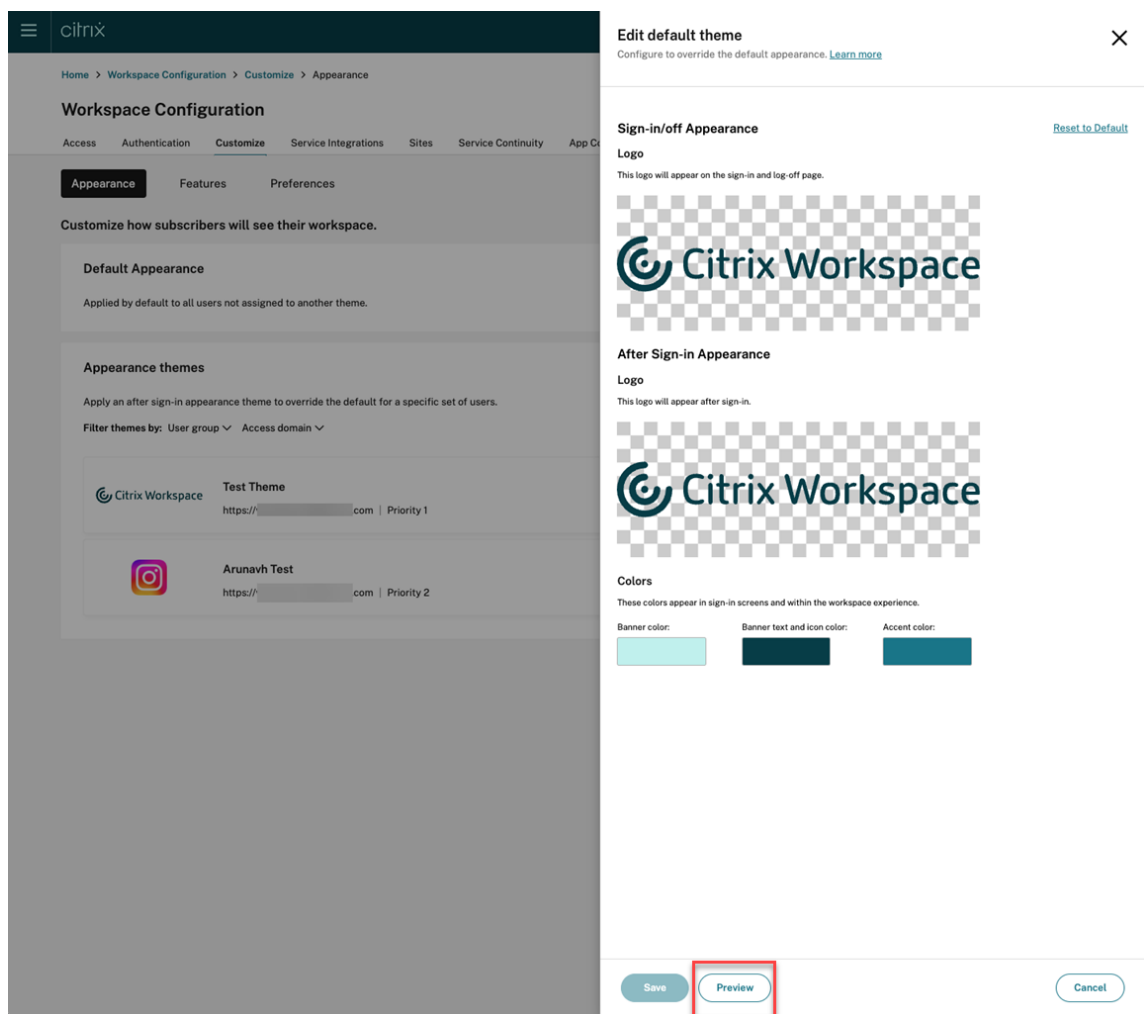
Item	Description
Logo	The logo displayed in the banner at the top of the screen
Banner color	The color of the banner at the top of the screen
Banner text and icon color	The color of the activity manager and profile icons in the banner
Accent color	The color used to highlight selected items and for buttons

Edit default theme

The default theme is used when no other theme applies. It also includes the log in screen logo which cannot be overridden.

To modify the default theme:

- 1. In the **Default Appearance** card, select **Edit**.



2. In the Sign-in/off Appearance section, optionally drag drop an image file to use as a logo. The logo should be 480 x 120 pixels, up to 2 MB size and have a file extension of JPEG, JPG, or PNG.
3. In the After Sign-in Appearance section, optionally drop drop an image file to use as a logo. The logo should be 340 x 80 pixels, up to 2 MB and have a file extension of JPEG, JPG, or PNG.
4. Click on the colors to change them. Either choose from the color picker or enter the color value. You can switch between hex, HSL and RGB values.
5. To preview the theme end users will see it, select **Preview**.
6. Select **Save**.

For users using a web browser, the change apply the next time the user logs in or refreshes the page. For users using Citrix Workspace™ app, changes take around five minutes to apply.

Custom themes

You can configure and prioritize additional themes that apply to specific Workspaces and user groups.

Add custom theme

1. Press **Add theme**.

Add an appearance theme ×

Apply an appearance theme to override the default for a specific set of users. [Learn more](#)

After Sign-in Appearance • Theme Details

Logo
This logo will appear after sign-in.

Citrix Workspace

Colors
These colors appear in sign-in screens and within the workspace experience.

Banner color: [Color Picker]

Accent color: [Color Picker]

Banner text and icon color: [Color Picker]

Save Preview Cancel ↻

2. Configure your custom theme, in the same way as the default theme.
3. Select the **Theme Details** tab.

Add an appearance theme

Apply an appearance theme to override the default for a specific set of users. [Learn more](#)

After Sign-in Appearance

• Theme Details

Name your theme ⓘ

Assign access domain
Only users accessing from selected domain will see this theme.

▼

Assign users and groups: ⓘ
Select an identity provider

▼

Select a domain

▼

Search for a group to add

🔍

4. Enter a name for the theme.
5. Optionally specify which workspace the theme applies to.
6. Assign user groups to the theme:
 - a) Select an identity provider, and its domain if prompted.
 - b) Search for the user group that you want to add to the custom theme.
 - c) Select the plus sign (+) button next to that group.
 - d) Repeat this process for each group that you want to use your theme.

Add an appearance theme



Apply an appearance theme to override the default for a specific set of users. [Learn more](#)

After Sign-in Appearance

Theme Details

Name your theme

My First Policy

Assign users and groups

Select an identity provider

Active Directory

Select a domain

domain.com

Search for a group to add

group



User groups (1):

Group



7. Optionally select **Preview** to see how your workspace looks to your end-users.
8. Press **Save**.

Edit custom theme

1. On the theme card, select **Edit**.
2. Make changes as required.
3. Select **Save**.

Delete custom theme

1. On the theme card, select ... to open the menu.
2. Select **Delete**.
3. On the confirmation window, select **Delete**.

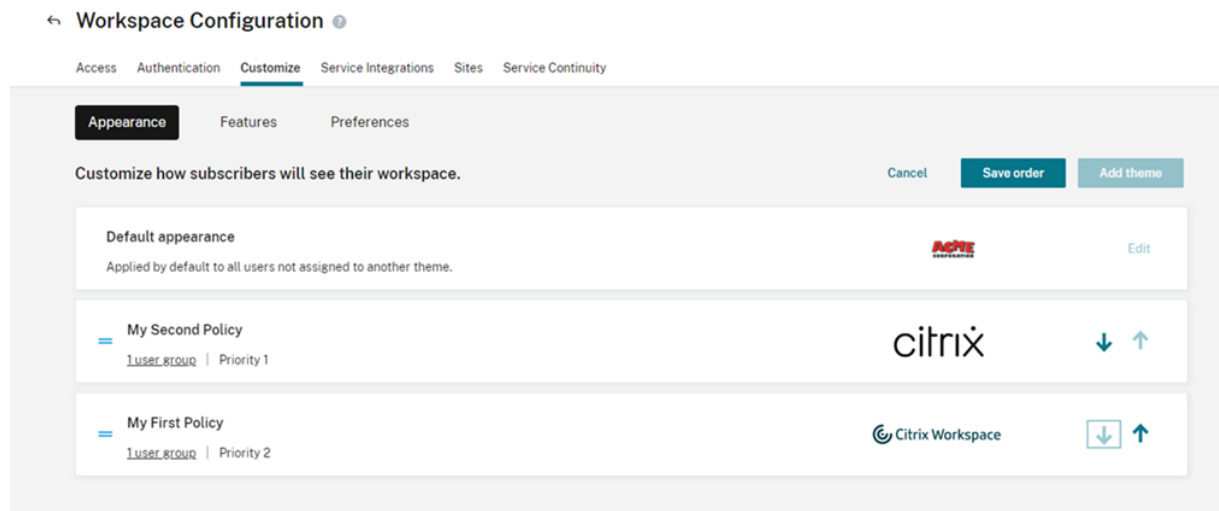
Prioritize custom themes

A user might belong to more than one user group, each of which might match to a different theme. You can define the order of precedence of themes. The first theme that matches the user's Workspace and group applies. If no other themes apply then users see the default theme.

1. Select **Edit priority** at the top right of the list of themes, next to **Add theme**.
2. You can reorder the priority of themes in one of two ways:

- Use the arrows on the right-hand side of each theme.
- Drag individual themes up and down the list using the handle on the left-hand side of the card.

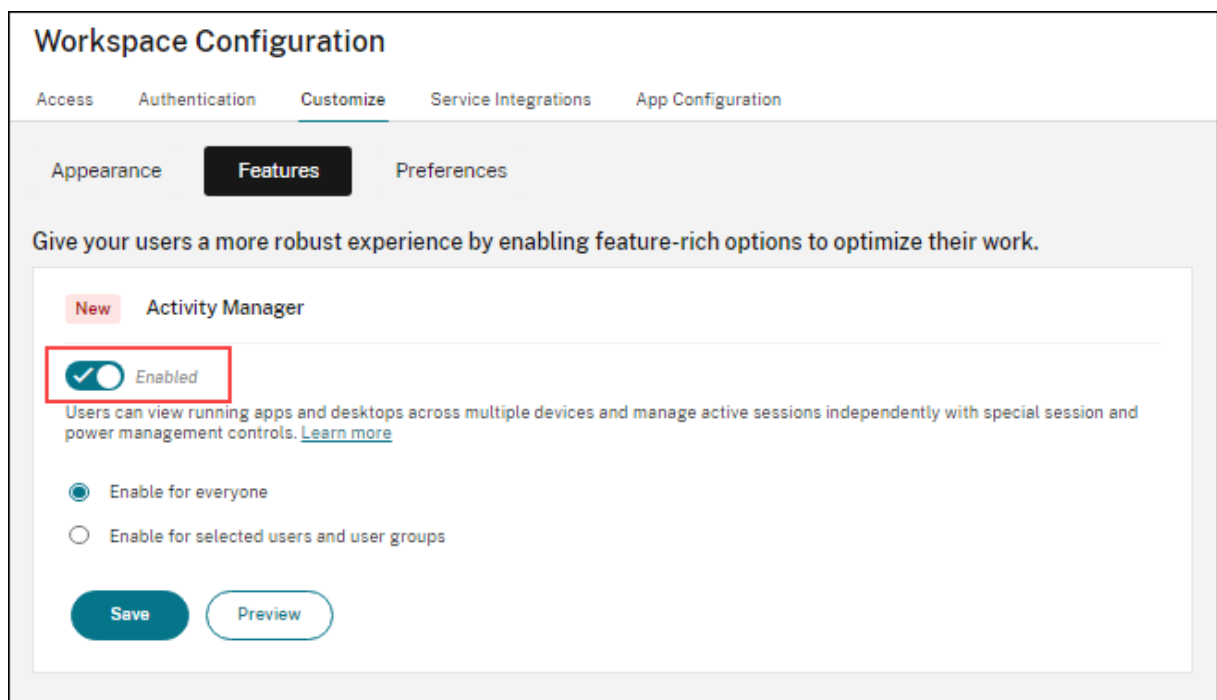
3. Once you've reordered your items, select **Save order**.



Enable features for users

October 21, 2025

Use the Features tab to enable and disable features for your users.

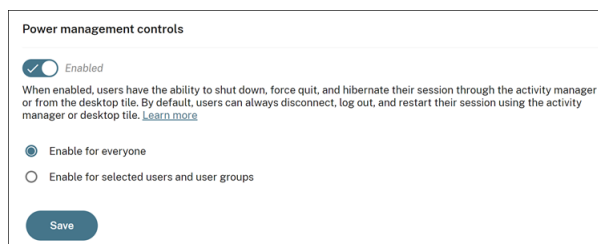


Currently the only configurable feature is Activity Manager power management.

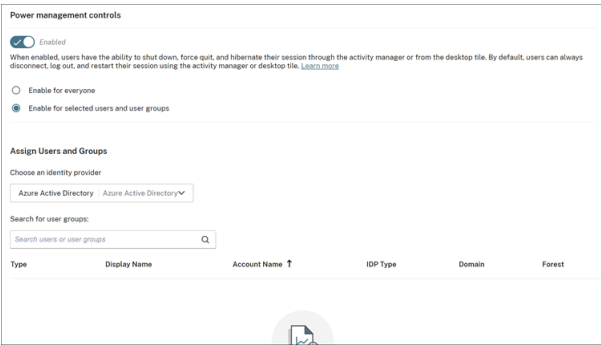
Power management controls

Power management controls include **Shut down**, **Force shutdown**, and **Hibernate**. To enable the power management control using Citrix Cloud™, do the following:

1. Navigate to **Workspace configuration > Customize > Features**.
2. Enable the toggle button.
3. Select **Enable for everyone** to apply the setting to all users.



4. Alternatively, select **Enable for selected users and user groups** to apply the setting to selected users and user groups.



- 5. Click the down arrow and then choose an identity provider from the dropdown list.
- 6. In the **Search for user groups** text field, find users or groups to assign to this feature.
Once you add the users or user groups, you can see their lists displayed on the screen.
- 7. Click **Save**.

Custom announcements

December 4, 2025

You can send a custom announcement to your users during a given time period, for instance to inform them of an upcoming maintenance window. You can configure a default announcement along with an override for each Workspace. Only a single announcement can be configured per Workspace.

Custom announcements

Enabled

Display a custom announcement so users stay up-to-date on Workspace events such as maintenance windows, software updates, or expected outages. [Learn more](#)

Default announcement that applies to all Workspace URLs where you have not created an override.

Name	Position	Status
This is a custom announcement	Top	Active until Feb 17, 2026 03:00 (UTC+00:00)

Announcements that override the default announcement for a specific set of Workspace URLs.

Create override announcement

Name	Position	URL	Status
Announcement for a particular URL	Top	example.cloud.com +1	Expired on May 31, 2025 04:00 (UTC+00:00)

- 1. From the **Citrix Cloud** menu, choose **Workspace Configuration**.

2. From the **Customize** menu, choose **Preferences**.
3. Go to the **Custom announcements** section.

Create announcement

1. To add an announcement that applies to workspaces where there is no active override, select **Create default announcement**. To add an announcement for a specific workspace, select **Create override announcement**.
2. If you added an override announcement, choose which workspaces it applies to. This is not applicable to the default announcement.
3. Enter the **Announcement title**.
4. Enter the **Description text**.
5. Enter the time period during which the announcement should appear.
6. Choose whether to place the announcement at the top or bottom.
7. To view how your message appears to users, select **Preview**.
8. When you're finished, select **Save**.

Send a custom announcement ✕

Announcement title ?
Give the announcement a title to grab users' attention.

This is a custom announcement

29/50

Description text ?
Provide information users should know about the upcoming event.

Some text more details

B *I* U

22/500

Set time period

Start:

09/23/2025

21:00

(UTC+00:00) Dublin, Edinburgh, Lisbon, London

End:

02/17/2026

03:00

(UTC+00:00) Dublin, Edinburgh, Lisbon, London

Select position

☒ Top

☐ Bottom

Save

Preview

Cancel

Delete announcement

1. In the row containing the announcement, select ... to open the menu then select **Delete**.
2. In the confirmation window, select **Delete**.

Edit announcement

1. In the row containing the announcement, select ... to open the menu then select **Edit**.
2. Make changes as required.
3. Select **Save**.

Allow end users to change their account password

October 8, 2025

If you are using Active Directory or Active Directory (AD) plus token authentication then you can choose whether users can change their password. When enabled (default), users can change their password at any time, based on your organization's Active Directory settings. If disabled, Workspace prompts subscribers to change their password when it expires, but they can't change their unexpired password within Citrix Workspace. To configure this:

Use the Workspace Session settings to choose when users need to enter their credentials and for how long users remain logged in. To configure these settings:

1. From the **Citrix Cloud** menu, choose **Workspace Configuration**.
2. From the **Customize** menu, choose **Preferences**.
3. Go to section **Allow Account Password to be Changed**.
4. Toggle **Enabled**.

Allow Account Password to be Changed

☒ Enabled

When enabled, subscribers can change their password by going to "Security and Sign In" in Workspace.

Add the password requirements that are enforced by your organization's identity provider so your subscribers understand how to create valid, complex passwords. Workspace displays these requirements to your subscribers, but does not validate subscribers' passwords.

If no requirements are defined, subscribers see the message: **Your organization's password requirements still apply.**

[+ Add a password requirement \(20 max.\)](#)

Save

5. Press **Save** to save any changes.

You can add up to 20 password requirements to meet your organization's security policy and that your identity provider enforces. Workspace displays these requirements as a guide when subscribers change their password from their **Account Settings** page in Workspace. If you don't add any password requirements, Workspace displays the message "Your organization's password requirements still apply."

To add password requirements:

1. If there are currently no password requirements, select **Add password requirement**. If there is already at least one password requirement then select **Edit**.
2. Enter a requirement that matches your organization's security requirements for valid passwords. For example, you can specify that a password must be a certain character length. Select **Add a password requirement** to add more items for subscribers when they change their password.

Add a password requirement

Add the password requirements that are enforced by your organization's identity provider so your subscribers understand how to create valid, complex passwords. Workspace displays these requirements to your subscribers, but does not validate subscribers' passwords.

Password must meet the following 6 requirements: ⓘ

- Password must be at least 10 characters long 44/100 characters
- Password must contain at least 1 special character 50/100 characters
- Password must contain at least 1 capital letter 47/100 characters
- Password must contain at least 1 number 39/100 characters
- You may only reset your password once per day 98/100 characters
- Old passwords cannot be reused 30/100 characters

+ Add a password requirement (20 max.)

Save Cancel

3. When you're finished adding requirements, select **Save**. You can expand the list of requirements:

Allow Account Password to be Changed

☒ Enabled

When enabled, subscribers can change their password by going to "Security and Sign In" in Workspace.

^ Password must meet the following 6 requirements: ⓘ

- Password must be at least 10 characters long
- Password must contain at least 1 special character
- Password must contain at least 1 capital letter
- Password must contain at least 1 number
- You may only reset your password once per day unless you are a member of resetpasswordusers
- Old passwords cannot be reused

Save

Edit

4. Select **Save** again to save all your setting changes.

Supported clients

The following versions of Citrix Workspace app support this feature:

- Citrix Workspace app for Windows 2101 or later
- Citrix Workspace app for Mac 2012 or later
- Citrix Workspace app for Chrome 2010 or later
- Citrix Workspace app for Android 21.1.0 or later

Subscribers can also use this feature when accessing workspaces from a web browser.

This feature isn't supported on the following:

- Older versions of Citrix Workspace app
- Citrix Workspace app for Linux

End user experience when changing passwords

For more information, see [Security & Sign in](#).

Pinned links

September 1, 2025

Pinned links are customer-defined hyperlinks that link to specific websites. Administrators can set up pinned links according to their preferences on Workspace UI. This feature helps users to easily access specific websites simply by clicking the pinned links defined by the administrators. The pinned link requires a display name and a website URL. It can also be personalized with an icon and description, where the description provides brief information about the link.

Configuration

Administrators can manage this feature on user devices using their Citrix Cloud account.

To enable this feature, follow these steps:

1. Navigate to **Workspace Configuration > Customize > Preferences** in the Citrix Cloud account.
2. Under **Pinned links**, toggle the button to enable the feature. A new window appears.

3. In the **Name** text field, enter the name of the link that you want to pin on the Workspace UI.
4. In the **Link** text field, enter the URL of the website.

5. Under **Icon**, attach an icon if you want to display it next to the pinned link.
6. Under **Tooltip**, provide a brief description about the website, which appears when users hover their mouse over the pinned link.
7. Click **Preview** if you want to preview the changes. This action is optional.
8. Click **Save** to save your changes.

Note:

The fields marked with an asterisk are mandatory.

User interface settings

September 1, 2025

To modify user interface settings:

1. From the **Citrix Cloud** menu, choose **Workspace Configuration**.
2. From the **Customize** menu, choose **Preferences**.
3. Go to the appropriate section:
 - Allow caching
 - Allow favorites
 - Navigation tabs

Allow Caching

The **Allow Caching** setting enhances performance for subscribers accessing Citrix Workspace through a web browser. Caching is supported when accessing Citrix Workspace with a [supported web browser](#). Caching isn't available when using a locally installed Citrix Workspace app.

When caching is enabled, some sensitive data might be stored locally on subscribers' devices. This data consists of file metadata and is encrypted with a key that's unique to the subscriber's authenticated identity. The encrypted data is stored on the user's device in the web browser's local storage.

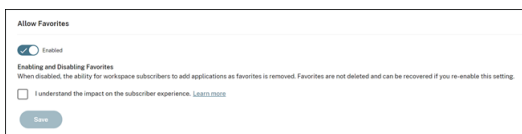
If you disable caching, the encrypted data is purged the next time the subscriber signs in to Citrix Workspace™ through their web browser. Also, the user can purge this data manually by clearing browsing data from their web browser.

Allow Favorites

Customers, who have access to **Workspace Configuration** and the new Workspace experience, can allow users to add or remove their favorite apps and desktops on Citrix Workspace app. Users can quickly access their favorite apps and desktop on the **Home** tab. The **Allow Favorites** feature is enabled by default.

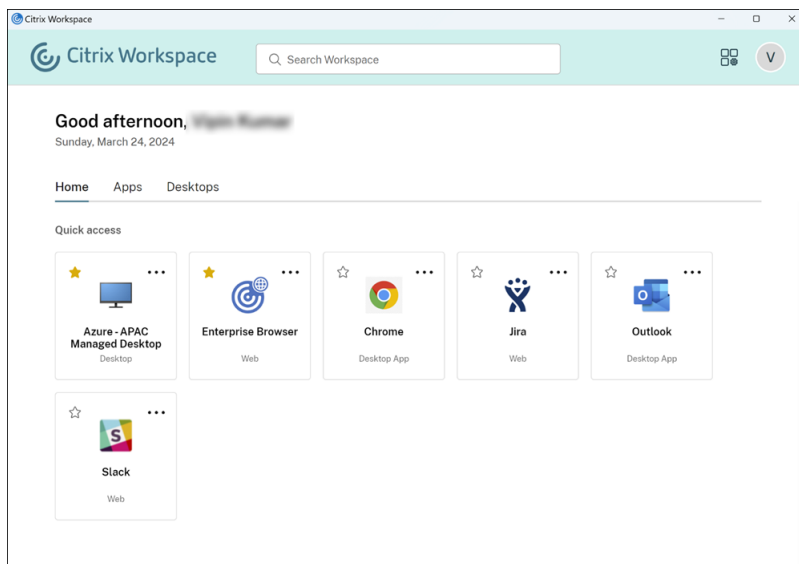
To configure the **Allow Favorites** feature, do the following instructions:

1. Navigate to **Workspace Configuration > Customize > Preferences**.
2. Click the toggle button to enable or disable the feature.
3. Select the declaration check box, and click **Save**.



User experience

When you enable the **Allow Favorites** feature, users can add up to 250 favorites by clicking the star icon at the upper-left corner of apps and desktops cards. The star icon turns to a golden color when users mark it as their favorite. Clicking the star icon again removes it from the favorite list.



When a user adds more than 250 favorite resources, the oldest favorite resource is removed (or as close as possible) to preserve the most recent favorite resources.

When you disable the **Allow Favorites** feature, the favorites resources get removed from the **Home** tab of Citrix Workspace app. And, it's not available for quick access. Users can still access those resources from the **Apps** tab and **Desktops** tab.

Note:

- **Allow Favorites** feature is enabled by default.
- If your users don't have access to the desktops configured, the **Desktop** tab doesn't appear on the navigation bar.

Apps and Desktops keywords

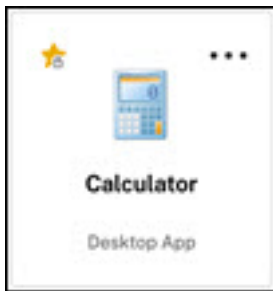
You can automatically add favorite apps or desktops for users by using **KEYWORDS:Auto** and **KEYWORDS:Mandatory** settings in Citrix DaaS (**Manage > Full Configuration > Applications**).

The screenshot shows the 'Application Settings' dialog box in Citrix Studio, with the 'Identification' tab selected. The left sidebar lists various settings: Identification, Delivery, Location, Groups, Limit Visibility, File Type Association, and Zone. The 'Identification' tab is highlighted with a blue arrow. The main area contains the following fields and text:

- Identification**
Identify this application.
- Application name (for user):**
Calculator
- Application name (for administrator):**
Calculator
- Description and keywords:**
KEYWORDS: Auto
- This is the description that will be seen by the user. You can also use this field to enter keywords for StoreFront.
[Learn More](#)

At the bottom right, there are three buttons: OK, Cancel, and Apply.

- **KEYWORDS:Auto** - The app or desktop is added as a favorite and users can remove it from the favorite list as per their preference.
- **KEYWORDS:Mandatory** - The app or desktop is added as a favorite, and users can't reverse this action. Mandatory apps and desktops display a star icon with a padlock to indicate that it can't be removed from the favorite list.

**Note:**

If you use both **Mandatory** and **Auto** keywords for an app, the **Mandatory** keyword overrides the **Auto** keyword, and the apps or desktops that are added as favorites can't be removed.

Navigation tabs

Home tab

You can enable or disable the **Home** tab for your users.

To configure the setting:

1. Under **Home tab**, set the toggle to **Enabled** or **Disabled**.
2. Select the declaration check box.
3. Click **Save**.
4. When the toggle is on, users are navigated to the **Home** page. If you disable the toggle, the users land directly on the **Apps** page. By default, the toggle is on and the feature is enabled.

Home tab

☒ Disabled

Home provides quick access to favorites and recently used apps and desktops. When disabled, favorites are still available from the individual tabs.

☐ I understand the impact on the subscriber experience. [Learn more](#)

Save

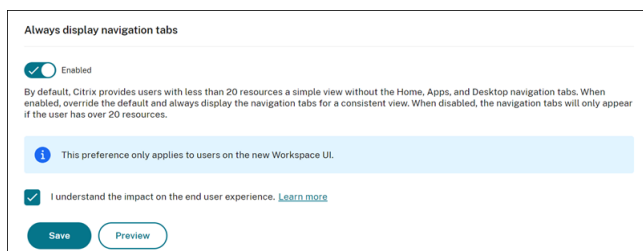
When enabled (the default), the **Home** tab is displayed. When disabled, there is no **Home** tab and users land on the **Apps** tab.

This feature does not apply when Always display navigation tabs is disabled and users have more than 20 apps or desktops. In this case, the tabs are hidden.

Always display navigation tabs

By default, if the user has fewer than 20 resources, the UI displays a Simple View that doesn't have any tabs or categories. To disable the Simple View and enable the navigation tabs for a consistent experience, even if there are fewer than 20 resources, do the following:

1. For setting **Always display navigation tabs**, select the toggle to set it to **Enabled** or **Disabled**.
2. Click **Save**.



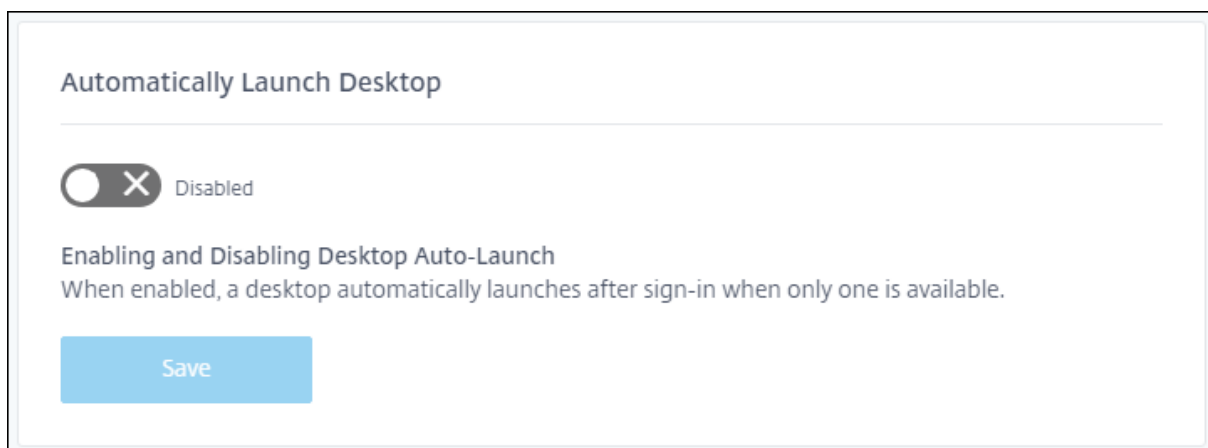
Automatically Launch Desktop

You can configure Workspace to automatically launch the user's desktop. When enabled, if a user has only one available desktop, the desktop automatically launches when the user signs in to their workspace. When disabled (default), users must manually launch their desktop after signing in.

This feature only applies when using a web browser, not Citrix Workspace app.

To change the configuration:

1. Navigate to **Workspace Configuration > Customize > Preferences**.
2. Under **Automatically Launch Desktop**, set the toggle to **Enabled** or **Disabled**.
3. Press **Save**.



Workspace Sessions

November 17, 2025

Use the Workspace Session settings to choose when users need to enter their credentials and for how long users remain logged in. To configure these settings:

1. From the **Citrix Cloud** menu, choose **Workspace Configuration**.
2. From the **Customize** menu, choose **Preferences**.
3. Go to the **Workspace Sessions** section.
4. Update the settings.
5. Press **Save** to apply them or **Revert** to cancel them.

Some settings can be configured differently according to the network location connectivity type. This requires using PowerShell modules. For more information, see [Configure settings per network connectivity type](#).

Always prompt end users for their credentials

Always prompt end users for their credentials



When enabled, users will be prompted for their credentials every time they log in to their store, even if they already have an active session with their identity provider. When disabled, single sign-on (SSO) from the identity provider is activated. In this case, the identity provider decides whether to prompt for credentials. [Learn more](#)

When enabled (default), Workspace forces a sign-in prompt with the identity provider when a new Workspace session is needed. For OIDC authentication, Workspace includes `prompt=login` in the authentication request. For SAML authentication, Workspace sends `ForceAuthn=true` in the authentication request.

When disabled, users might not be prompted to authenticate with the identity provider if the identity provider already has a valid session.

Inactivity timeout for web browser

Use the **Inactivity timeout for web browser** setting to specify the amount of idle time allowed (a maximum of 8 hours) before users are automatically signed out of Citrix Workspace. Only interactions with Workspace, such as refreshing the page or launching an app, count as activity.

Inactivity timeout for web browser

When end users access their store from a web browser, specify how long they can be inactive before being logged out. The inactivity timeout only affects the connection to the store and does not apply to any active app or desktop sessions.

Hours		Minutes	
0	↑ ↓	20	↑ ↓

Unlike manual sign-out, which disconnects DaaS sessions, users stay connected to their DaaS sessions even after timeout due to inactivity. The users are not signed out from their Identity Provider. Therefore if **Always prompt end users for their credentials** is off, the user might be able to log back in without entering their credentials.

See also [Configuring settings per network connectivity type](#).

Inactivity timeout for Citrix Workspace app**Desktop**

Use the **Desktop** option of **Inactivity timeout for Workspace app** setting to specify the amount of idle time allowed (a maximum of 24 hours) before users are automatically signed out of Citrix Workspace app for Windows, Mac and Linux. Any interaction with the mouse or keyboard counts as activity and extends the timeout.

Unlike manual sign-out, which disconnects DaaS sessions, subscribers stay connected to their DaaS sessions even after timeout due to inactivity.

You can modify the setting using the [PowerShell module](#). Use the `Set-WorkspaceCustomConfiguration` cmdlet with parameter `InactivityTimeoutInMinutes`.

See also [Configure settings per network connectivity type](#).

Mobile

Use the **Mobile** option of **Inactivity timeout for Workspace app** setting to specify the amount of idle time allowed (a maximum of 24 hours) before Citrix Workspace app is locked. This applies to Citrix Workspace app for iOS and Android. Once locked, users must use biometrics or their device PIN to unlock Citrix Workspace app. If biometrics is not enabled on the device then the user is instead logged out.

You can modify the setting using the [PowerShell module](#). Use the `Set-WorkspaceCustomConfiguration` cmdlet with parameter `InactivityTimeoutInMinutesMobile`.

See also [Configure settings per network connectivity type](#).

Stay logged in to Citrix Workspace app

Use the **Stay logged in to Workspace app** settings to specify the length of time users can stay signed in to Citrix Workspace app before needing to sign in again. These settings do not apply to web browsers.

Stay logged in to Workspace app

Authentication period

Days

30	^
	v

Specify how long users can stay logged into the Workspace app before they are required to authenticate again. When users log in to Workspace, they are prompted to consent to stay signed in. If the user selects **Allow**, this setting is applied. If the user selects **Deny**, the default behavior will require the user to log in again after 24 hours. Applies to Windows, macOS, Linux, Android, iOS, iPadOS.

☐ Give consent on behalf of end users to stay signed in for the duration specified in Authentication period ?

Inactivity period

Days

4	^
	v

During the authentication period, specify how long a user can be inactive on the Workspace app before they must authenticate again.

The **Authentication period** defines the maximum time before users must reauthenticate. By default this is set to 30 days but you can configure a value between 1 and 365 days.

If the period is greater than 1 day then by default when a user authenticates they are prompted for consent to “Stay signed in”, see [user experience](#). This allows the Citrix Workspace app to use a refresh token to obtain new access tokens when the existing ones expire. The user must accept the permission to continue. If the user rejects the permission then they are returned to the log in screen. If the user enters their credentials a second time then they are not shown the prompt and their session is limited to 24 hours.

If you select **Give consent on behalf of end users to stay signed in for the duration specified in Authentication period**, this removes the need for users to individually provide consent to stay signed in.

The **Inactivity period** defines how long a user can be inactive before they must reauthenticate. By default this is 4 days but you can configure it to a value between 1 day and the Reauthentication Period. If a user is inactive for more than this value, they are prompted to reauthenticate the next time that they attempt to access their workspace. To set an inactivity period of less than 24 hours on desktop, use the **Desktop** option of Inactivity timeout for Citrix Workspace app setting.

Revoking permission to stay signed in

You can invalidate the session for your end users by downloading this [PowerShell script](#) and following the instructions included in the download. Once you've invalidated sessions, users must reauthenticate to their workspaces in the next 24 hours.

Supported Workspace app clients

The following versions of Citrix Workspace app support this feature:

- Workspace app 2106 for Windows or later
- Workspace app 2106 for Mac or later
- Workspace app for 21.6.5 iOS or later
- Workspace app for 21.6.0 Android or later

Supported authentication methods

Staying signed in to Citrix Workspace app is supported for the following authentication methods:

- Active Directory
- Active Directory plus token
- Entra ID
- Citrix Gateway
- Okta

Note:

For the same experience as a Citrix DaaS customer using Okta or Azure Active Directory, configure the Citrix Federated Authentication Service (FAS). For more information about FAS, see [Enable single sign-on for workspaces with Citrix Federated Authentication Service](#).

Configure settings per network connectivity type

You can configure the web, desktop and mobile timeouts, along with **Always prompt end users for their credentials**, differently according to whether the user is on your internal network, a known external network or anywhere else. For instance you could configure shorter timeouts for devices connected to your internal network.

View existing configuration

To view existing configuration using the [Citrix Workspace PowerShell module](#), call `Get-StoreClientLocationConfiguration` cmdlet. For example:

```

1 $ConnectivityTimeouts = Get-StoreClientLocationConfiguration -StoreUrl
   "https://customer.cloud.com" `
2                               -ClientId
                               |
                               myclientid
3                               | `
                               -
                               ClientSecret
                               |
                               mysecret
4 $ConnectivityTimeouts.external
5 $ConnectivityTimeouts.internal
6 $ConnectivityTimeouts.undefined

```

Update configuration

To configure the setting for a network connectivity type:

1. Ensure that [Adaptive Access](#) is enabled.
2. Define [Network locations](#) representing your internal locations and external known locations, based on the user's public IP address. If the user's IP address does not match a network location then its network connectivity type is considered to be undefined.
3. From the [Citrix Workspace PowerShell module](#), call `Set-StoreClientLocationConfiguration` cmdlet with the `Internal`, `External` or `Undefined` parameters. The parameter value must be a hashtable with keys `inactivityTimeoutInMinutesWeb`, `inactivityTimeoutInMinutesDesktop`, `inactivityTimeoutInMinutesMobile` and `promptLoginEnabled`.

For example to so set overrides for each location, run:

```

1 $InternalHashTable = @{
2   promptLoginEnabled=$false;
3       inactivityTimeoutInMinutesWeb='60';
4       inactivityTimeoutInMinutesDesktop='60';
5       inactivityTimeoutInMinutesMobile='120' }
6
7 $ExternalHashTable = @{
8   promptLoginEnabled=$true;
9       inactivityTimeoutInMinutesWeb='60';
10      inactivityTimeoutInMinutesDesktop='60';
11      inactivityTimeoutInMinutesMobile='120' }
12
13 $UndefinedHashTable = @{
14   promptLoginEnabled=$true;
15       inactivityTimeoutInMinutesWeb='20';
16       inactivityTimeoutInMinutesDesktop='20';
17       inactivityTimeoutInMinutesMobile='20' }
18

```

```
19
20 Set-StoreClientLocationConfiguration -StoreUrl "https://customer.cloud.
    com" `
21                                     -ClientId 'myclientid' `
22                                     -ClientSecret 'mysecret' `
23                                     -Internal $InternalHashTable `
24                                     -External $ExternalHashTable `
25                                     -Undefined $UndefinedHashTable
```

If you do not configure a specific timeout for the network connectivity type then the non-location-specific timeout is used instead.

To remove overrides, set the Internal, External or Undefined parameter to null. For example:

```
1 Set-StoreClientLocationConfiguration -StoreUrl "https://customer.cloud.
    com" `
2                                     -ClientId 'myclientid' `
3                                     -ClientSecret 'mysecret' `
4                                     -Internal $NULL `
5                                     -External $NULL `
6                                     -Undefined $NULL
```

Important:

If the user device moves to a network with a different connectivity type then the new values do not apply immediately. Citrix Workspace app updates the values every 90 minutes. If using a web browser, the values update the next time the user refreshes the web page.

Store access

February 16, 2026

In Store access settings you can configure the following:

- Whether users are required to open their store in Citrix Workspace™ app or whether they can use a web browser.
- When opening their store in a web browser, whether virtual apps and desktops always open in a browser or Citrix workspace app.
- When opening their store in a web browser, whether they must install Citrix® Web extension.

Store access
☆ Recommended configuration

Choose whether end users are required to access their store through the Citrix client app or if they can also use a third-party system web browser. [Learn more](#)

☐ Require end users to access their store from the Citrix client app
☒ Allow end users to access their store from the Citrix client app or a web browser

Launch virtual apps and desktops
When end users access their store from a web browser, choose how virtual apps and desktops (DaaS resources only) should open.

Let the user choose ▼

Citrix web extension
Choose if end users should download the Citrix web extension. The extension ensures a more safe and reliable client app launch experience, with all apps and desktops kept in one location. After downloading the extension, the client app detection prompt is no longer displayed. [Learn more](#)

Prompt users to download the exten... ▼

For the best user experience, end users should download the Citrix app on their device to access their store and launch apps and desktops. You can prompt users to download the Citrix app when locally installed version isn't detected (Windows and Mac only). End users must have the right to install software to download the app.

☒ Prompt end users to download Citrix Workspace app

Select the version you want to prompt users to download

☒ The latest Windows or Mac version
☐ A specific download version

To configure store access settings:

1. Log in to Citrix Cloud console.
2. From the **Citrix Cloud** menu, choose **Workspace Configuration**.
3. From the **Customize** menu, choose **Preferences**.
4. Go to the **Store access** section.
5. Update the setting as required.
6. Select **Save** to save your changes.

Require Citrix Workspace app

Enforcing native Citrix Workspace app on user devices implies restricting end users to sign in and use only the locally installed Citrix Workspace app. By doing so, end users can't access their store using a web browser. This feature is designed for customers who want to use the full benefits of Citrix Workspace app.

Configuration

Administrators can use their Citrix Cloud account to mandate the use of native Citrix Workspace app on user devices. To manage this feature, follow these steps:

1. Select **Require end users to access their store from the Citrix client app**.

Store access

Choose whether end users are required to access their store through the Citrix client app or if they can also use a third-party system web browser. [Learn more](#)

☒ **Require end users to access their store from the Citrix client app**

☐ Allow end users to access their store from the Citrix client app or a web browser

For the best user experience, end users should download the Citrix app on their device to access their store and launch apps and desktops. You can prompt users to download the Citrix app when locally installed version isn't detected (Windows and Mac only). End users must have the right to install software to download the app.

☐ Prompt end users to download Citrix Workspace app

[Save](#) [Revert](#)

[Optional] Select **Prompt end users to download Citrix Workspace app** to prompt the users to download Citrix Workspace app if they don't have the app installed on their device. For more information, see [Configure native app download link for end users](#).

2. Click **Save** to save the changes, or click **Revert** to discard the changes.

End user experience

For details on the user experience, see [Require Citrix Workspace app](#).

Launch virtual apps and desktops

If you have allowed users to open the store in their web browser then you can then choose whether applications are also launched within the web browser or in Citrix Workspace app.

Store access

Choose whether end users are required to access their store through the Citrix client app or if they can also use a third-party system web browser. [Learn more](#)

☐ Require end users to access their store from the Citrix client app

☒ **Allow end users to access their store from the Citrix client app or a web browser**

Launch virtual apps and desktops

When end users access their store from a web browser, choose how virtual apps and desktops (DaaS resources only) should open.

☒ **Open in the Citrix client app**
The client app must be installed to open apps and desktops

☐ Open in a web browser
Apps and desktops will open in another tab on the web browser

☐ Let the user choose
End users can change their account settings to choose whether to open apps and desktops using the client app or their web browser

Citrix web extension

Choose if end users should download the Citrix web extension. The extension ensures a more safe and reliable client app launch experience, with all apps and desktops kept in one location. After downloading the extension, the client app detection prompt is no longer displayed. [Learn more](#)

Do not prompt users to download the... [Do not prompt users to download the...](#)

For the best user experience, end users should download the Citrix app on their device to access their store and launch apps and desktops. You can prompt users to download the Citrix app when locally installed version isn't detected (Windows and Mac only). End users must have the right to install software to download the app.

☐ Prompt end users to download Citrix Workspace app

[Save](#) [Revert](#)

Choose one of the following settings:

- **In the Citrix client app** (default): End users are required to use a locally installed version of the Workspace app.
- **In a browser** End users are required to launch virtual apps and desktops in their web browser. Choose this option if users are not able to install software locally.
- **Let the user choose:** When users first open the store in their browser, they can choose whether to launch virtual apps and desktops in Citrix Workspace app or their browser.

Manage installation prompt for Citrix web extension

If you have allowed users to access their store from a web browser, you can configure Citrix Workspace whether the website prompts the user to install the extension. The prompt only appears if the website does not detect the extension.

Store access

Choose whether end users are required to access their store through the Citrix client app or if they can also use a third-party system web browser. [Learn more](#)

☐ Require end users to access their store from the Citrix client app

☒ Allow end users to access their store from the Citrix client app or a web browser

Launch virtual apps and desktops

When end users access their store from a web browser, choose how virtual apps and desktops (DaaS resources only) should open.

☒ Open in the Citrix client app
The client app must be installed to open apps and desktops

☐ Open in a web browser
Apps and desktops will open in another tab on the web browser

☐ Let the user choose
End users can change their account settings to choose whether to open apps and desktops using the client app or their web browser

Citrix web extension

Choose if end users should download the Citrix web extension. The extension ensures a more safe and reliable client app launch experience, with all apps and desktops kept in one location. After downloading the extension, the client app detection prompt is no longer displayed. [Learn more](#)

☒ Prompt end users to download Citrix Workspace app

Select the version you want to prompt users to download

☒ The latest Windows or Mac version

☐ A specific download version

[Save](#) [Revert](#)

Set **Citrix web extension** to one of the following values:

- **Prompt end users to download the Workspace Web Extension but allow access to Workspace if it isn't detected** (default): The website prompts the end user to install the extension. They are allowed to use Workspace even if they decide to install the Workspace Web Extension later.
- **Require end users to download the Workspace Web Extension and block access to Workspace until it is detected:** End users aren't allowed to use Workspace until they install the Workspace Web Extension.
- **Do not prompt end users to download the Workspace Web Extension:** Workspace doesn't prompt end users to install Citrix Web Extension.

Show or hide resources requiring App Protection

[App protection](#) provides additional security against screen capture and key logging.

When users open their store in a version of Citrix Workspace app that supports App Protection, the app always displays resources requiring App Protection. Legacy versions of Citrix Workspace app hide resources requiring App Protection. For supported versions, see [System requirements](#).

When users open their store in a web browser and launch resources in Citrix Workspace app, you can configure whether the user interface displays resources requiring App Protection. You can choose from the following options.

- **Always show protected apps, except when using ChromeOS.** New deployments of Citrix Workspace use this as the default. In some cases, the store is not aware of which version of Citrix Workspace app is installed, so may display resources when users use a legacy client that is not capable of applying App Protection. Therefore Citrix recommends that you enable [App protection posture check](#) to validate the client capability when starting the session. If users can [download ICA files](#), then they can modify the ICA file before launching the resource. Therefore Citrix recommends that you enable [App protection tampering detection](#).
- **Only show protected apps on browsers that have Citrix web extension installed.** Older deployments of Citrix Workspace used this as the default. [Citrix web extension](#) provides additional security by checking the version of Citrix Workspace app and transfers the ICA file in-memory to prevent tampering. If the user has not installed Citrix Web Extension, the store hides all resources requiring App Protection.
- **Never show protected apps.** With this option, the store does not display resources requiring App Protection, preventing them from being launched.

Note:

- Citrix Workspace app for Chrome OS cannot apply App Protection. Therefore on ChromeOS the store website always hides resources requiring App Protection.
- The browser HDX client cannot apply App Protection. Therefore, if users choose to open resources in their web browser, the store website always hides resources requiring App Protection.

Show protected apps

Choose how apps that require App Protection are shown when an end user accesses their store from a web browser and launches apps through the Citrix Workspace app (hybrid launch). App Protection on hybrid launches is not supported with ChromeOS. [Learn more](#)

- ☒ **Always show protected apps, except when using ChromeOS**



Enable App Protection Posture Check and Policy Tampering Detection to ensure that App Protection is always enforced. [Learn more](#)

- ☐ Only show protected apps on browsers that have the Citrix web extension enabled
- ☐ Never show protected apps

Configure native app download link for end users

Administrators can prompt end users to download Citrix Workspace app if they don't have the app installed on their device.

Store access

Choose whether end users are required to access their store through the Citrix client app or if they can also use a third-party system web browser. [Learn more](#)

☐ Require end users to access their store from the Citrix client app

☒ Allow end users to access their store from the Citrix client app or a web browser

Launch virtual apps and desktops

When end users access their store from a web browser, choose how virtual apps and desktops (DaaS resources only) should open.

☒ Open in the Citrix client app
The client app must be installed to open apps and desktops

☐ Open in a web browser
Apps and desktops will open in another tab on the web browser

☐ Let the user choose
End users can change their account settings to choose whether to open apps and desktops using the client app or their web browser

Citrix web extension

Choose if end users should download the Citrix web extension. The extension ensures a more safe and reliable client app launch experience, with all apps and desktops kept in one location. After downloading the extension, the client app detection prompt is no longer displayed. [Learn more](#)

Do not prompt users to download the...

For the best user experience, end users should download the Citrix app on their device to access their store and launch apps and desktops. You can prompt users to download the Citrix app when locally installed version isn't detected (Windows and Mac only). End users must have the right to install software to download the app.

☒ Prompt end users to download Citrix Workspace app

Select the version you want to prompt users to download

☒ The latest Windows or Mac version

☐ A specific download version

Save **Revert**

Select either of the following option:

- **The latest Windows or Mac version:** Prompts users to download the latest version of Citrix Workspace app on their devices. When users click the download link, they're redirected to the respective download page.

Note:

For devices running Linux, when users click the download link, it opens the Citrix Download page where the users can manually download the executable file. For ChromeOS, Android and iOS devices, the download link redirects users to the Chrome Web Store, Play Store, and App Store respectively.

- **A specific download version:** In the **Download URL** text field, provide the URL of the Citrix Workspace app version you want users to download.

Note:

Administrators need to provide the download URL for the specific version of Citrix Workspace app based on the operating system of the user device. If there are users who have both Windows and Mac devices, administrators can give a common link that directs to Citrix Workspace app download page instead of giving a URL for just one operating system.

Log in dialog

February 6, 2026

You can configure Citrix Workspace to display a message before or after the user logs in.

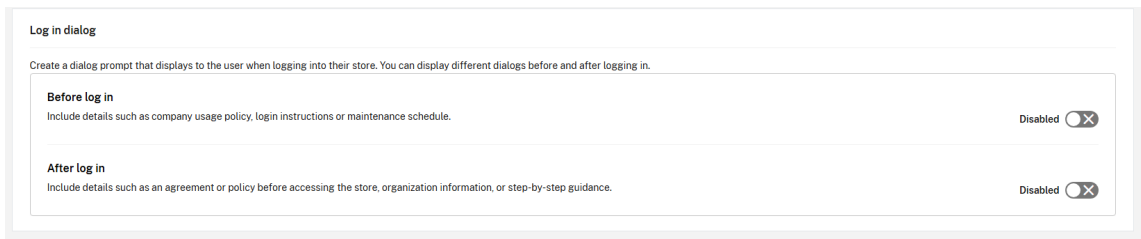
To configure log in dialogs:

1. Log in to Citrix Cloud™ console.
2. From the **Citrix Cloud** menu, choose **Workspace Configuration**.
3. From the **Customize** menu, choose **Preferences**.
4. Go to the **Log in dialog** section.

Configure a custom dialog to be displayed before log in



Create a custom dialog that is displayed before users log in. It is displayed on all clients including web, desktop and mobile devices. You can use it to display information such as company usage policy, or an upcoming maintenance window. Users must accept the dialog before proceeding to the log in screen.

1. If not enabled, select the toggle labelled **Before log in**. If it is already enabled, click the **Edit** button.



Log in dialog

Create a dialog prompt that displays to the user when logging into their store. You can display different dialogs before and after logging in.

Before log in Include details such as company usage policy, login instructions or maintenance schedule.	Disabled 
After log in Include details such as an agreement or policy before accessing the store, organization information, or step-by-step guidance.	Disabled 

2. A configuration dialog will appear.
3. Enter the **Title** for the dialog.
4. Enter the **Description** to be displayed in the dialog. It is not possible to localize the text, however you can append multiple different languages within the description.
5. Enter the **Button text**. The users must press this button to proceed.

Dialog before log in

×

Define the company usage policy that your subscribers must read and accept before signing in and accessing resources. [Learn more](#)

Title

Description

Enter description

Normal ▾ | **B** *I* U

Button text

Enter the text to display for the button that will allow subscribers to continue to sign in.

Save

Preview

Cancel

6. Select **Preview** to see what the dialog looks like for end users.
7. When you're finished, select **Save**.

For the end user experience, see [End user experience - Before log in dialog](#).

Note

If you have Citrix Gateway configured as your Workspace identity provider, you might already have a log in policy as part of your AAA and nFactor authentication flow. Citrix recommends that you configure only one log in policy, either as part of your existing nFactor authentication flow or outside the flow using the Citrix Cloud administration console.

Configure a custom dialog to be displayed after log in

You can configure a custom dialog that is displayed after users log in. It is displayed on all clients including web, desktop, and mobile devices. You can use it to display information such as company usage policy, or an upcoming maintenance window. Users must accept the dialog before proceeding to their resources.

The admin can decide how often the dialog is shown on a per-device basis that is, only once, every day, every 7 days, or every 30 days.

Note:

When the user clears caches and cookies it makes the dialog to appear again.

1. If not enabled, select the toggle labeled **After log in** to enable. If it is already enabled, click the **Edit** button.

A configuration dialog appears.

Log in dialog

Create a dialog prompt that displays to the user when logging into their store. You can display different dialogs before and after logging in.

Before log in	After log in
Include details such as company usage policy, login instructions or maintenance schedule.	Include details such as an agreement or policy before accessing the store, organization information, or step-by-step guidance.
Disabled	Disabled

2. Enter the **Title** for the dialog.
3. Enter the **Description** to be displayed in the dialog. It is not possible to localize the text. However, you can append multiple different languages within the description.
4. Enter the **Button text**. The users must press this button to proceed.
5. Enter a choice for display frequency for how often each user sees the dialog.

Dialog after log in



Title

Enter title

Description

Enter description

Normal



B

I

U

0/5000

Button text

Enter the text to display for the button that will allow the user to continue to their assigned resources.

Accept

Display frequency

- ☒ Display only the first time the user logs in to the store
- ☐ Repeat display every day

Save

Preview

Cancel

6. Select **Preview** to see what the dialog looks like for end users.
7. After the self-review, select **Save**.

For the end user experience, see [End user experience - After log in dialog](#).

Integrate services into workspaces

September 6, 2025

This article outlines the steps involved in adding services to Citrix Workspace™, which is a two-step process:

1. Configure individual services in Citrix Cloud. You can find a list of Citrix Cloud services that link to instructions for each one in [Citrix Cloud Services](#).
2. Enable (and disable) access to your configured services in **Workspace Configuration > Service Integrations**.

Configure services

Your purchased services are displayed in a card layout in the Citrix Cloud™ dashboard. Services that you've purchased include a **Manage** button.

To configure purchased services:

1. Sign in to Citrix Cloud.
2. Select **Manage** in the tile of the service that you want to configure.
3. Follow the instructions for setting up that service.

For a brief description of cloud-hosted services, visit [Cloud-hosted services through Citrix Workspace](#).

If you'd like to try a new service, you can request a trial or demo. For more information on service trials, visit [Citrix Cloud Service Trials](#).

Enable services

Once you've configured your services, you can integrate them into Citrix Workspace.

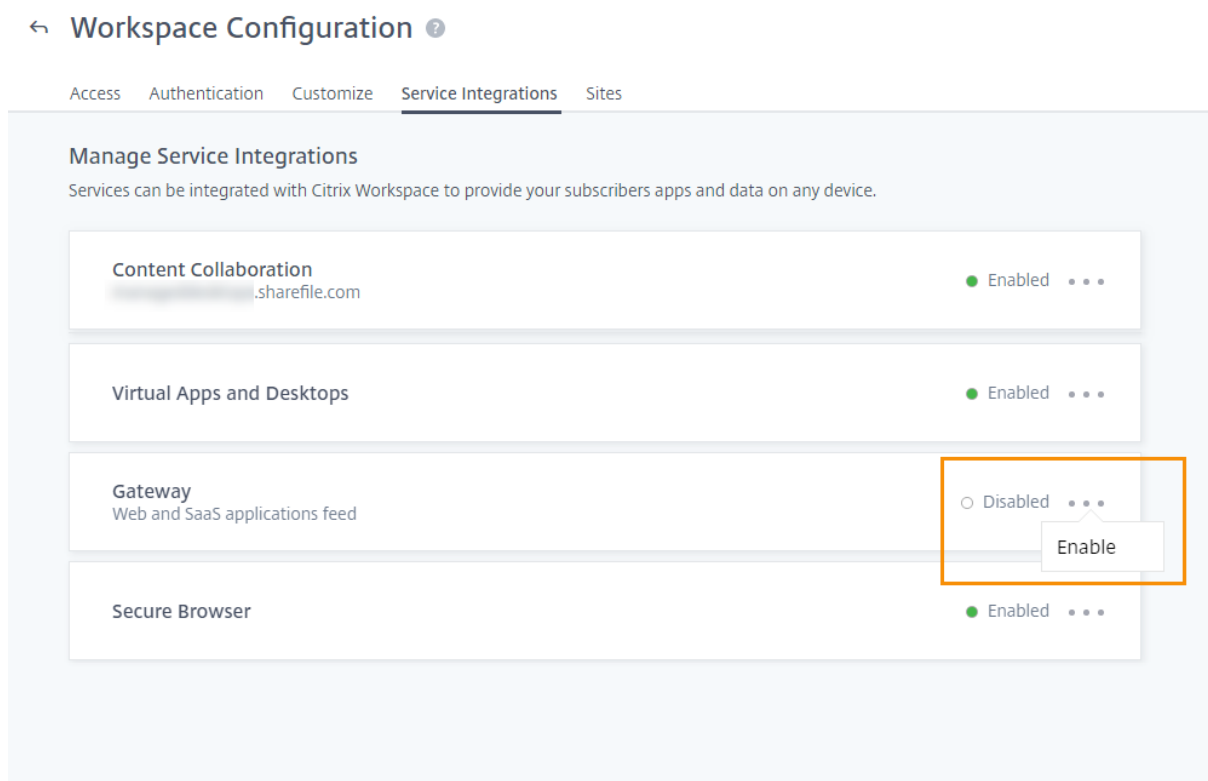
Subscribing to **DaaS** and the **Remote Browser Isolation service** enables them by default. All other new services that your organization subscribes to are disabled by default.

Note:

Both the **Citrix Apps Essentials service** and the **Citrix DaaS™** display as “Citrix DaaS” in the **Service Integrations** tab of **Workspace Configuration**.

To enable workspace integration for a service:

1. Navigate to **Workspace Configuration > Service Integrations**.
2. Select the ellipses button next to the service and then select **Enable**.

**Disable services**

Disabling workspace integration blocks subscriber access for that service. This doesn't disable the Workspace URL, but subscribers can't access data and applications from that service in Citrix Workspace.

To disable workspace integration for a service:

1. Navigate to **Workspace Configuration > Service Integrations**.
2. Select the ellipses button next to the service and then select **Disable**.
3. When prompted, select **Confirm** to acknowledge that subscribers won't have access to data or applications from the service.



Subscribers will no longer have access to data and applications from this service in Citrix Workspace

Are you sure you want to disable workspace integration for Virtual Apps and Desktops?

Cancel

Confirm

Optimize DaaS in Citrix Workspace™

September 6, 2025

You can improve the efficiency and availability of your DaaS apps and desktops with the following options:

- Make your existing, on-premises virtual apps and desktops deployment available to Workspace subscribers with [site aggregation](#).
- Optimize connectivity with [Direct Workload Connection](#), which involves configuring network locations in Citrix Cloud.
- Ensure [service continuity](#) during an outage for offline resilience.
- Configure single sign-on (SSO) to DaaS with [Citrix Federated Authentication Service \(FAS\)](#).

Site aggregation

Site aggregation allows you to add your on-premises virtual apps and desktops deployment to your Workspace so that subscribers can access these resources alongside cloud-managed resources.

For more information on site aggregation, see [Aggregate on-premises virtual apps and desktops in workspaces](#).

For more information on scalability limits, see [Workspace platform scalability limits](#).

Direct Workload Connection

Direct Workload Connection uses network locations to switch between internal and external routes to the virtual machines that host your virtual apps and desktops.

With Direct Workload Connection, you allow clients inside your corporate network to switch to direct launches of Citrix DaaS. Direct launches don't require the HDX connections between clients and VDAs to be proxied through a gateway. Direct Workload Connection requires at least one internal network location.

For more information, visit [Optimize connectivity with Direct Workload Connection](#).

Service continuity

Service continuity ensures that subscribers maintain access to critical apps and desktops through Citrix Workspace app if there's a Citrix Cloud™ outage.

Service continuity stores connection leases on client disks that have Citrix Workspace app installed. Connection leases are refreshed periodically when clients access the Workspace store. Clients can then launch Citrix DaaS that they could access before the outage. For more information, visit [Service continuity](#).

Citrix Federated Authentication Service (FAS)

Citrix Workspace supports using Citrix Federated Authentication Service (FAS) for single sign-on (SSO) to Citrix DaaS. FAS allows subscribers using a federated identity provider, such as Microsoft Entra ID (formerly Microsoft Azure AD) or Okta, to enter their credentials only once when they sign in to their workspaces. Without FAS, subscribers using a federated identity provider are prompted to enter their credentials more than once to access their virtual apps and desktops.

Using FAS with Workspace has the following requirements:

- A FAS server configured as described in the [Requirements](#) section of the FAS product documentation.
- A connection between your FAS server and Citrix Cloud, created through the **Connect to Citrix Cloud** option in the FAS installer.
- A connection between your on-premises Active Directory domain and Citrix Cloud, with FAS enabled in **Workspace Configuration**.

For information about implementing FAS, see [Enable single sign-on for workspaces with Citrix Federated Authentication Service](#).

Resource filtering

Citrix Workspace passes information on the store used to DaaS, which you can use to filter resources. For more information, see [Resource filtering using delivery group access policies](#)

Aggregate Virtual Apps and Desktops in workspaces

October 8, 2025

You can add your site (Virtual Apps and Desktops deployment) to Citrix Workspace™ to make your existing apps and desktops available to end users. After adding your site, users can access all their virtual apps and desktops alongside other resources, when they sign in to their workspace. This process is known as *on-premise site aggregation*.

Note:

For information on aggregating multiple DaaS sites, refer to [Multi-site management and end-user resource aggregation](#).

Aggregate on-premises Virtual Apps and Desktops

The following sections provide detailed information on aggregating on-premises Virtual Apps and Desktops.

Supported environments

For minimum supported versions of Citrix Virtual Apps and Desktops, see [System requirements](#).

Connecting to Citrix Cloud is required for using FAS with Citrix Workspace. Update your FAS servers to the latest version of the FAS software so that you can connect to Citrix Cloud. For more information, see [Enable single sign-on for workspaces with Citrix Federated Authentication Service](#).

Workspace platform scalability limits

The following scalability limits apply to Workspace platform:

Limit type	SLI metric	SLO threshold limit
Usage limits	Concurrent end users for all aggregated on-prem Citrix virtual apps and desktops™ sites	500
Extra backend/frontend integration limits	Number of on-prem Citrix virtual apps and desktops sites	4

Note:

If the number of backend/frontend integration sites increases beyond four, sites can experience slow response times. Service continuity or LHC support is also not present for on-prem sites.

Task overview

When you add your on-premises site to Citrix Workspace, the **Add Site** wizard guides you through the following tasks:

1. Discover your site and select the resource location you want to use.
2. Detect the Active Directory domains in which your Cloud Connectors are installed.
3. Specify the connectivity that you want to use between Citrix Cloud™ and your site.

The resource location specifies the domain and connectivity method for all users who access your site. During this process, Citrix Cloud tests connectivity to verify that your site is reachable from Cloud Connectors. Citrix Cloud then displays a list of your resource locations. If you have resource locations with no Cloud Connectors installed, download and install the required software.

For external connectivity, you can use your own Citrix Gateway or use the Citrix Gateway service. To only allow users on the same network as your site to access applications, specify internal-only access.

Prerequisites

Cloud Connectors

Cloud Connectors allow Citrix Cloud to locate and communicate with your site. For minimal interruption, Citrix recommends installing Cloud Connectors before adding your site to Citrix Workspace.

For high availability, Citrix recommends at least two (2) servers on which to install Citrix Cloud Connector™ software. These servers must:

- Meet the system requirements described in [Cloud Connector Technical Details](#).
- Have no other Citrix components installed.
- Not be an Active Directory domain controller.
- Not be a machine that is critical to your resource location infrastructure.
- Be joined to your site domain. If users access your site's applications in multiple domains, install at least two Cloud Connectors in each domain.
- Connect to a network that can contact your site.
- Connect to the Internet. For more information, see [System and Connectivity Requirements](#).

For more information about installing Cloud Connectors, see [Cloud Connector Installation](#).

Web proxy configuration

If you have a web proxy in your environment, check that the Cloud Connectors can validate connectivity to the XML Service in your site. Add each XML server within the site to the bypass proxy list on each Cloud Connector. Don't use wildcards or IP addresses because the Cloud Connector supports handling FQDNs only.

1. Add the XML servers to the bypass proxy list:
 - a) On the Cloud Connector, select **Start** and then type **Internet Options**.
 - b) Select the **Connections** tab and then select **LAN Settings**.
 - c) Under **Proxy server**, select **Advanced**.
 - d) Under **Exceptions**, add the FQDN of each XML server in your site using lowercase letters. If these entries use mixed-case or uppercase letters, site aggregation might fail. For more information, see [CTX272160](#) in the Citrix Support Knowledge Center.
2. Import the list so that the Cloud Connector services can consume them. At the command prompt, type `netsh winhttp import proxy source=ie`.
3. From the **Services** console, restart all Citrix Cloud services on each machine hosting the Cloud Connector or restart each machine.

Active Directory

Site aggregation supports sites that use an on-premises Active Directory.

Azure Active Directory configuration To add sites using Azure Active Directory to Citrix Workspace, configure your site to trust XML Service requests. For detailed instructions, refer to the following articles:

For XenApp and XenDesktop 7.x and Virtual Apps and Desktops 7 1808, see [CTX236929](#).

Important:

If you use Azure Active Directory, Okta, SAML, or other federated identity provider with workspaces and site aggregation, users are prompted to authenticate to each application they launch.

FAS provides a single sign-on (SSO) experience for launching resources using federated authentication. To enable SSO for subscribers, register one or more FAS servers with the same resource location that you configured for adding your site.

Active Directory trusts If you have separate user and resource forests in Active Directory, you must have Cloud Connectors installed in each forest before you add your on-premises site. Citrix Cloud detects these forests during the site discovery process through the Cloud Connectors. You can then use the forests' users and resources to create workspaces for your users.

Limitations:

When adding your site, you can't use separate user and resource forests when you define the resource location. Because Cloud Connectors don't participate in any cross-forest trusts that might be established, Citrix Cloud can't discover your site through the Cloud Connectors in these forests. You can use these forests when you define a secondary resource location that provides a different connectivity option for your users. For more information, see [Add IP ranges for different connectivity options](#).

Untrusted forests aren't supported for site aggregation. Although Citrix Cloud and Citrix Workspace support users from untrusted forests, these users can't use Citrix Workspace after an on-premises site is added through site aggregation. Only users located in the forests that the site trusts can sign in and use Citrix Workspace. If users from an untrusted forest try to sign in to Citrix Workspace, they receive the error message, "Your logon has expired. Please log on again to continue."

Internal and external connectivity to workspace resources

During the process of adding your site to Citrix Workspace, you can specify if you want to provide internal or external access to the resources available to users. If you intend to allow only internal users to access your site through Citrix Workspace, users must be on the same network as the site to access applications.

If you intend to allow external users to access these resources, you have the following options:

- Use your existing Citrix Gateway to handle the traffic between your on-premises site and Citrix Cloud. Your Citrix Gateway must be configured to use Cloud Connectors as the Secure Ticket Authority (STA) servers **before** you add your Site to Citrix Workspace. For instructions, see [CTX232640](#).
- Use the Citrix Gateway service to allow Citrix to handle the traffic between your site and Citrix Cloud for you. You can activate a service trial and configure the service when you add your site.

If you've already signed up for the Citrix Gateway service, Citrix Cloud detects your subscription when you select this option.

Note:

For Citrix Cloud to detect your Citrix Gateway service subscription, you must use the same OrgID you used when you signed up for the Citrix Gateway service. For more information about OrgIDs in Citrix Cloud, see [What is an OrgID?](#)

Credentials and ports for site discovery

During the process of adding your site to Citrix Workspace, Citrix Cloud discovers your site and checks that the Controller you specify is available. Before you add your on-premises site, check the following:

- You have Citrix administrator credentials with a minimum of **Read Only** permissions. During the site discovery process, Citrix Cloud prompts you to supply these credentials. Citrix Cloud doesn't store these credentials or use them to change to your site.

To enable site discovery without site credentials XenApp and XenDesktop 7.x and Virtual Apps and Desktops 7 1808 only: If you don't want to provide site credentials for security reasons, you can allow Citrix Cloud to discover your site without prompting for site credentials. Complete this task **before** you add your site to Citrix Workspace.

1. Install at least two Cloud Connectors in your site's domain.
2. Create an Active Directory security group and add the Cloud Connectors in your domain to it.
3. Restart the Cloud Connectors.
4. In Studio, grant the security group **Read Only** permissions, at a minimum.

Task 1: Discover site

In this step, you provide the information that Citrix Cloud needs to locate your site and select your resource location. The resource location specifies the domain and connectivity option for all users who access your site. If you need to install Cloud Connectors in your site's domain, you can do so now. If you already have Cloud Connectors installed, you can select them when prompted.

1. From the Citrix Cloud menu, navigate to **Workspace Configuration > Sites > Add Site**.
2. Select the type of on-premises site you want to add and continue.

Citrix Cloud attempts to discover any resource locations and Cloud Connectors in your domain and displays a list for you to select from.

3. Perform one of the following actions:

- If you have no Cloud Connectors installed in your site's domain, select **Install Connector**. Citrix Cloud prompts you to download the Cloud Connector software and complete the installation wizard.
- If you have Cloud Connectors installed, Citrix Cloud displays the connectors in the domains in which they were detected. Select the resource location that you want to add to Citrix Workspace. This resource location becomes the default resource location.
- If you have Cloud Connectors installed, but they aren't displayed, select **Detect**.

4. Select the resource location and Cloud Connector pair that you want to use to discover your site.

5. In **Enter Server Address**, add the IP address or FQDN of a Controller in the site, and select **Discover**

Note:

If using an FQDN, you must have a DNS record that points to the Delivery Controller™ that you want to discover.

For XenApp and XenDesktop 7.x sites, Citrix Cloud automatically discovers the XML server port.

6. If prompted, enter the Citrix Administrator credentials for the site.

Citrix Cloud tests connectivity to verify that your site is reachable. Discovery might take a few minutes to complete, depending on the type and size of the site.

7. If a success message appears indicating that the site has been successfully discovered, select **Continue**.

Task 2: Verify Active Directory Connection

In **Verify Active Directory Connection**, Citrix Cloud displays the domains used with your site and whether there are Cloud Connectors installed in those domains.

If there are no Cloud Connectors in a domain, users in that domain can't use Citrix Workspace to access the applications published there. If you only have one Cloud Connector in your domain, you have two options:

- Install more Cloud Connectors by selecting **Install Connector**.
- Continue without installing more Cloud Connectors by selecting **I understand that high availability requires having two connectors installed in each domain**.

If you have local users assigned to applications in your site, select **Download user list (.csv)**.

After verifying your Active Directory connection, select **Continue**.

Task 3: Configure connectivity

In this step, you specify whether you want to allow external or internal-only user access to your site through Citrix Workspace. Internal connectivity requires your users to be on the same network as your site and VDAs that host your published resources. For external connectivity, you can use your existing on-premises Citrix Gateway or you can use the cloud-hosted Citrix Gateway service.

Select one of the following options in **Select connectivity type > Configure Connectivity**:

- **Add Existing Gateway:** Select this option to use your existing Citrix Gateway to provide external access.
- **Citrix Gateway service:** Select this option to activate a service trial or to use your existing subscription with your site.
- **Internal Only:** Select this option if no other configuration is needed.

If **Add Existing Gateway** is selected, perform the following actions:

1. Select **Edit** and enter the public URL of the Citrix Gateway.
2. Verify that Citrix Gateway is configured to use your Cloud Connectors as the STA servers, described in [CTX232640](#).
3. Select **Test STA** and then, when the test is successful, **Continue**. If the test isn't successful, refer to [CTX232517](#) for troubleshooting.

If **Citrix Gateway service** is selected, but the service isn't enabled for your Citrix Cloud account as a service trial or as a purchase, you can select **Start a 60-day trial**. Citrix Cloud enables the service as a trial for you. If the service was enabled at an earlier time, Citrix Cloud detects the service and displays any remaining trial days.

After completing the preceding tasks, select **Continue**.

Task 4: Confirm site aggregation

In this step, you confirm site aggregation, which involves reviewing the XML port, XML servers, Active Directory domains, and the connectivity type you chose earlier.

Citrix Cloud displays up to five XML servers it can connect to. If you have more than one XML server in your site but only one is shown, Citrix Cloud displays an alert. To troubleshoot this issue, refer to [CTX232516](#).

1. In **Confirm Site Aggregation**, review the XML port, XML servers, Active Directory domains, and the connectivity type you chose earlier.
2. Select **Save and Finish**. The **Sites** page displays your newly added site.

If you want to specify different XML servers, you can then edit your site to change these values after you select **Save and Finish**.

Task 5: Manage service integrations

After adding your first site, you must enable the **Service Integration** for Virtual Apps and Desktops on-premises sites, which is disabled by default. Subscribers can't see resources from the site until you enable it.

1. Navigate to **Workspace Configuration > Service Intergrations > Virtual Apps and Desktops On-Premises Sites** and select the ellipsis to open the site actions menu.
2. Enable the service integration so that subscribers can sign in to their workspaces and see resources from the site.

Change your site configuration

Rediscover your site

If you add Delivery Controllers to your site or change XML ports, you can verify that your site is still reachable in Citrix Workspace with a rediscovery process.

1. Navigate to **Workspace Configuration > Sites**, select the ellipsis for the site you want to update, and then select **Edit Site**.
2. In **Server Address**, type the IP address or FQDN of a Delivery Controller in your site and select **Rediscover**.

Add or modify XML servers

When you add a site to Citrix Workspace, Citrix Cloud automatically detects XML servers in your site and displays up to five XML servers in your configuration. You can add and remove XML servers as needed from your site configuration up to the display limit of five XML servers.

To add an XML server

1. Navigate to **Workspace Configuration > Sites**, select the ellipsis for the site you want to update and select **Edit Site**.
2. In the **XML Servers** section, enter the XML server port and select **Use SSL** if needed.

3. Select a connectivity method:

- **Load balanced:** This option allows Citrix Cloud to pick a random XML server from the list.
- **Failover:** This option allows Citrix Cloud to use the listed XML servers in the order that they appear in the list. Only the first XML service in the list is used for launch unless it becomes unavailable, then the second server is used. You can reorder the list by dragging and dropping each server.

4. Select **Save Changes**.

If you experience an error when adding an XML server, refer to [CTX232516](#) for troubleshooting steps.

Add IP ranges for different connectivity options

If you have VDAs or session hosts in different subnets, you can specify IP ranges with a different connectivity type for each one. Each IP range can also have a different resource location associated with it. For example, you might have one IP range for machines in the EU where users connect internally, one IP range for machines in the EU where users connect through your Citrix Gateway, and one IP range for machines in the US where users connect through the Citrix Gateway service.

1. Navigate to **Workspace Configuration > Sites**, select the ellipsis button for the site you want to update, and select **Edit Site**.
2. In the **Connectivity** section, select **Add an IP range with a different connectivity option** and enter an IP range in CIDR format.

To create a resource location for your IP range:

1. Select **Add a new Resource Location** and enter a user-friendly name.
2. In **Select your connectivity**, select whether you want to provide internal-only access or allow external access using your Citrix Gateway or the Citrix Gateway service.

To assign an existing resource location to the IP range:

1. Choose **Select an existing resource location**
2. Select the resource location you want to use.
3. If you choose a resource location with only one Cloud Connector installed, select **I understand that high availability requires having two connectors are installed in a resource location**.
4. Select **Add**.

Add more Active Directory domains

If you install Cloud Connectors in more domains with Active Directory users in your site, you can check they're added to your site configuration in Citrix Workspace.

1. Navigate to **Workspace Configuration > Sites**, select the ellipsis for the site you want to update, and then select **Edit Site**.
2. Under Active Directory, select **Refresh**.

Disable Sites

If you no longer want to make your on-premises site available to users in Citrix Workspace, you can disable it. You can disable an individual on-premises site or all on-premises sites you've added to Citrix Workspace.

When sites are disabled, users can't access the on-premises applications in those sites through Citrix Workspace. However, the configuration for those sites is preserved. If you re-enable a site later on, the site's default resource location, domain, XML server, and connectivity settings are kept.

To disable an on-premises site

1. Navigate to **Workspace Configuration > Sites**, select the ellipsis for the site you want to disable and then select **Disable**.
2. A confirmation message appears. Select **Disable** again.

To disable all on-premises sites

To disable all sites on the **Sites** page, disable the workspace service integration for all Virtual Apps and Desktops on-premises sites. For instructions, see [To disable workspace integration for a service](#).

To re-enable an individual on-premises site or to add another site later on, you must first re-enable the workspace service integration for all sites on the **Service Integrations** page.

Delete a site from Citrix Workspace

If you no longer want your on-premises site configuration in Citrix Workspace, you can delete the site. When you delete a site, only the configuration for the site in Citrix Workspace is removed. Citrix Cloud doesn't change your site.

To delete a site, navigate to **Workspace Configuration > Sites**, select the ellipsis for the site you want to remove, and then select **Delete**.

Service continuity

February 18, 2026

Service continuity allows users to connect to their DaaS apps and desktops when they are unable to connect to Citrix Workspace™ or DaaS, for example, due to an outage or a network connectivity problem.

Service continuity works by securely caching connection leases (long-lived authorization tokens) on the local device. The first time a user signs in to Citrix Workspace, it saves connection lease files to the user profile for each resource published to the user. Workspace connection lease files are signed and encrypted and are associated with the user and the user's device. By default, the connection lease allows users to access apps and desktops for seven days but you can change this to up to 30 days.

When users exit Citrix Workspace app, Citrix Workspace app closes but the Workspace connection leases are retained. You can configure service continuity to delete or retain Workspace connection leases when users explicitly logs out of Citrix Workspace by clicking the **log out** button. By default, Workspace connection leases are deleted from user devices when users log out by clicking the **log out** button.

Service continuity is supported for double hop scenarios when Citrix Workspace app is installed on a virtual desktop.

For an in-depth technical article about Citrix Cloud resiliency features, including service continuity, see [Citrix Cloud Resiliency](#).

Note:

The deprecated Citrix DaaS™ feature called “connection leasing” resembles Workspace connection leases in that it improved connection resiliency during outages. Otherwise, that deprecated feature is unrelated to service continuity.

User device setup

To access resources using Service Continuity during an outage, a user must have previously signed in to Citrix Workspace using Citrix Workspace app or their web browser with Citrix web extension.

To use Citrix Workspace app, users must perform the following steps on their devices:

1. Download and install a supported version of Citrix Workspace app.
2. Add the Workspace URL for your organization to Citrix Workspace app (for example, <https://example.cloud.com>).
3. Log in to Citrix Workspace.

When using a web browser:

1. Download and install a supported version of Citrix Workspace app.
2. Add [Citrix web extensions](#) to their browser.
3. Open the Workspace URL in their browser.
4. Log in.

This video shows how to install and use service continuity in browser.

[This is an embedded video. Click the link to watch the video](#)

When a user signs into Citrix Workspace for the first time, service continuity downloads Workspace connection leases to the user device. Downloading Workspace connection leases might take up to 15 minutes for first-time sign-in. Users can continue launching published resources during the download period.

User experience during an outage

When service continuity is enabled, the user experience during an outage varies depending on:

- The type of outage
- Whether the Citrix Workspace app is configured with domain pass-through authentication
- Whether session sharing is enabled for the app or desktop the user connects to

For some outages, users continue accessing their DaaS with no change to their user experience. For other outages, user might see a change in how Workspace appears or be prompted to take some action.

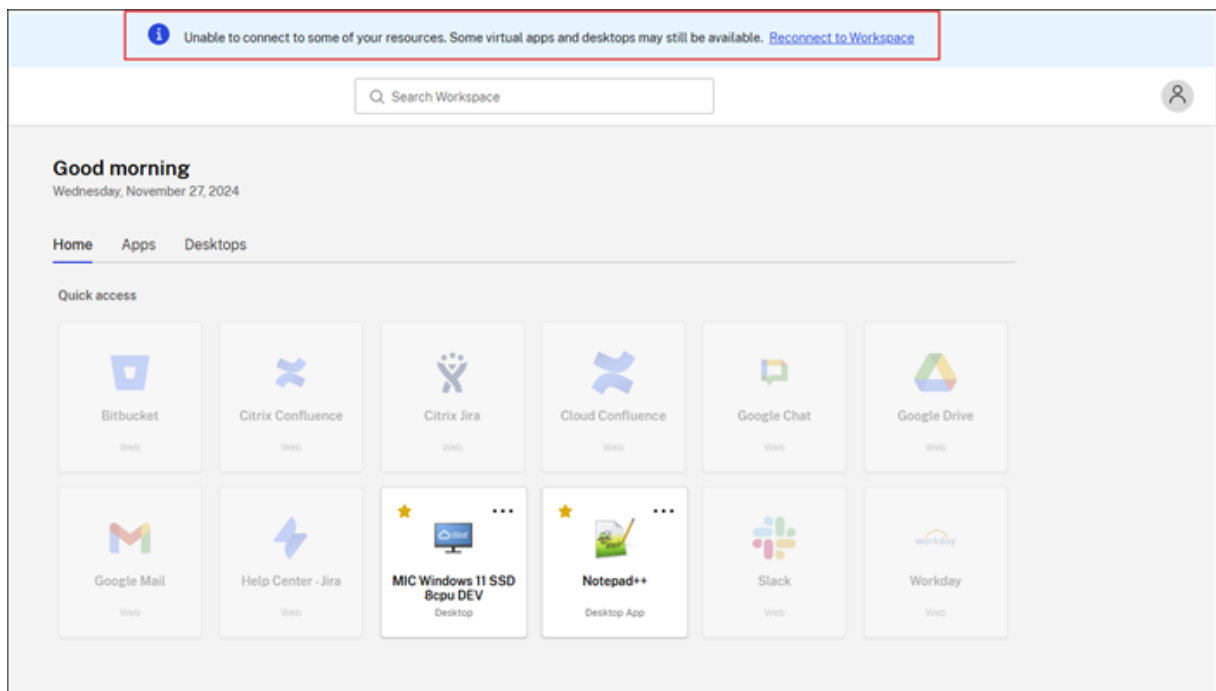
This table summarizes how service continuity helps users access apps and desktops during different types of outages.

Where the outage occurs	How service continuity maintains user access	User experience during outage
Citrix Workspace	Citrix Workspace app enumerates apps and desktops based on local cache on the user device.	Icons for unavailable apps and desktops appear dimmed. Users can still access apps and desktops that have undimmed icons. After clicking an undimmed icon, users might be prompted to reenter their credentials at the VDA. To regain access to all their apps and desktops, users can try to establish their connection to Workspace by clicking the “Reconnect to Workspace” link.
Identity provider	Citrix Workspace app and enumerates apps and desktops based on local cache on the user device.	Users might be unable to log in to Workspace. Users click the “Use Workspace offline” link to access some apps and desktops in an experience identical to a Workspace service outage.
Citrix Cloud™ Broker Service	For VDAs registered with connectors, the High Availability Service in the Cloud Connector takes over brokering. All VDAs that were registered with the Cloud Broker Service register with the High Availability Service. For connectorless VDAs, the brokering of the session is done through the Virtual Delivery Agent (VDA).	Some users might be unable to access virtual resources while VDAs register with the High Availability Service. Existing sessions aren’t affected. No user action needed.
Secure Ticket Authority	Workspace connection leases provide access to virtual resources when ICA® files can’t.	Sessions launches might take a few seconds longer. No user action needed.

Where the outage occurs	How service continuity maintains user access	User experience during outage
Citrix Gateway service	Network traffic fails over to the closest healthy Citrix Gateway service point of presence (POP).	Existing sessions might take a few seconds to reconnect. No user action needed.
Internet connection on the LAN	Citrix Workspace app enumerates apps and desktops based on local cache on the user device. If a user has a direct network connection to the resource location, Citrix Workspace app bypasses the Citrix Gateway service when the user clicks undimmed icons. Citrix Workspace app contacts the Cloud Connector over TCP 2598 and contacts VDAs over TCP 2598 or UDP 2598.	Icons for unavailable apps and desktops appear dimmed. Users can still access apps and desktops that have undimmed icons. After clicking an undimmed icon, users might be prompted to reenter their credentials at the VDA. To regain access to all their apps and desktops, users can try to establish their connection to Workspace by clicking the “Reconnect to Workspace” link.

Citrix Workspace outage

During a Citrix Workspace outage, users see this message at the top of the Citrix Workspace home page: “Unable to connect to some of your resources. Some virtual apps and desktop may still be available.” Users see apps and desktops that they can connect to during the outage. If the app or desktop isn’t available, the icon appears dimmed.



To access available resources during an outage, users select a resource icon that isn't dimmed.

Launching resources

Depending on how Citrix Workspace app and VDAs are configured, during an outage the VDA might prompt users to enter their credentials into the Windows Logon user interface. If this prompt occurs, users enter their Active Directory (AD) credentials or smart card PIN to access the app or desktop.

Users can access resources without entering their AD credentials if Citrix Workspace app for Windows is configured with domain pass-through authentication. For more information, see [Configure single sign-on using the graphical user interface](#).

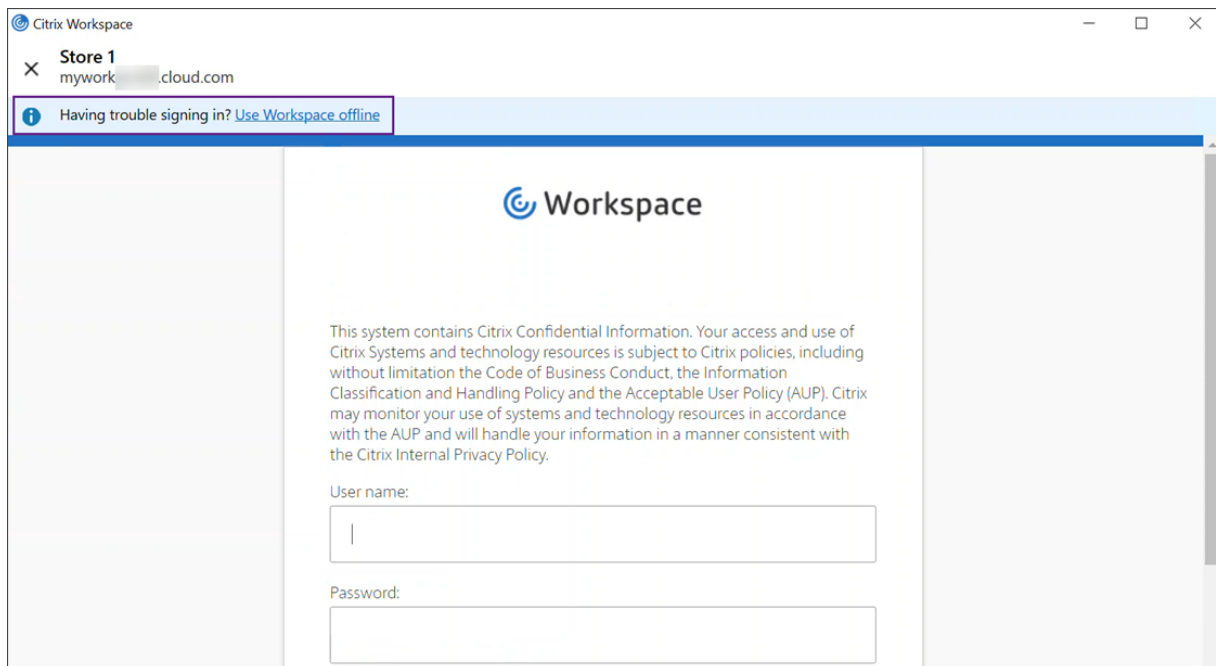
If session sharing is enabled, users can access apps or desktops hosted on the same VDA after they provide their credentials for one resource on that VDA. Session sharing is configured for the application group containing the resource on the VDA. For information about configuring application groups, see [Create application groups](#).

In all other configurations, users are prompted to reenter their AD credentials at the VDA before accessing resources.

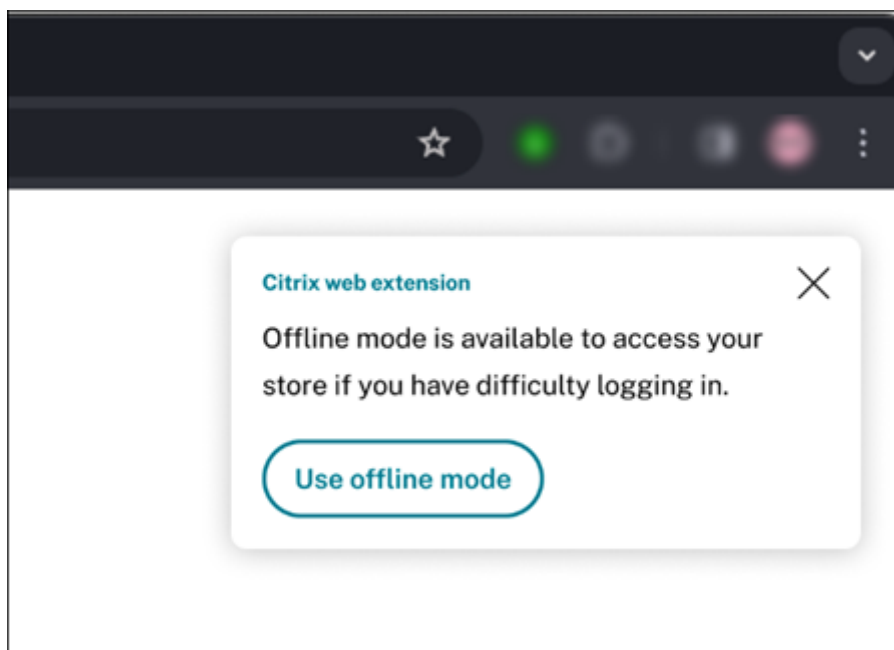
Identity provider outages

During an outage in the identity provider for workspace authentication, users might be unable to log in to Citrix Workspace through the Workspace log in page.

When using Citrix Workspace app, after 40 seconds, this message appears at the top of the window.



If using a web browser, after 60 seconds the following pop-up appears.



Afterward, the Citrix Workspace home page appears. Users then access resources as they would during a Citrix Workspace outage.

Exit and log out behavior

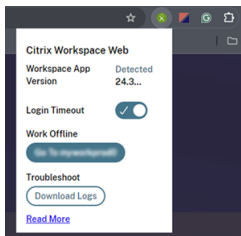
Regardless of the type of outage, users can continue to access resources if they exit and relaunch Citrix Workspace app or browser including after restarting their devices.

In the default configuration of service continuity, users lose access to their resources if they explicitly log out of Citrix Workspace. If you want users to retain access to their resources after signing out, specify that Workspace connection leases are kept when users log out. See [Configure service continuity](#).

Browser user experience during outages

To access available apps and desktops offline, users can click **Use offline mode**.

To manage the offline mode prompt, click the Citrix web extension in the browser on the user device. The following screen appears:



Users can use the **Work Offline** option to manually switch to offline mode without waiting 60 seconds for the offline mode prompt.

During some outages, the warning window prompting users to work offline appears automatically when the extension detects Workspace-side issues. The user doesn't need to take any action or wait through the login timeout interval.

Requirements and limitations

Site requirements

- Supported in all editions of Citrix DaaS with Citrix Workspace.
- Not supported for Citrix Workspace with site aggregation to on-premises Virtual Apps and Desktops.
- Not supported when on-premises Citrix Gateway is used as an ICA Proxy. (Using Citrix Gateway Service as a Workspace authentication method is supported.)

User device requirements

Minimum supported Citrix Workspace app versions:

- Citrix Workspace app for Windows 2106
- Citrix Workspace app for Linux 2106
- Citrix Workspace app for Mac 2106
- Citrix Workspace app for Android 22.2.0
- Citrix Workspace app for iOS 22.4.5
- Citrix Workspace app for ChromeOS 2301

For users who access their apps and desktops using browsers:

- Citrix Workspace app 2109 for Windows at a minimum. Supported with Google Chrome and Microsoft Edge.
- Citrix Workspace app for Mac version 2112 at a minimum for use with Google Chrome.
- Citrix Workspace app for Windows (Store) is not supported.

If using connectorless VDAs:

- Citrix Workspace app for Windows 2309 or later

Only one user per device is supported. Kiosk or “hot desk” user devices aren’t supported.

Web browser requirements and limitations

When accessing a store through a web browser, users must use a [browser supported by Citrix web extensions](#).

If users clear cookies and other site data in their browsers during an outage, service continuity doesn’t work until they authenticate to Workspace again.

Service continuity isn’t supported in incognito or InPrivate mode.

Supported workspace authentication methods

- Active Directory
- Active Directory plus token
- Microsoft Entra ID
- Okta
- Citrix Gateway (primary user claim must be from AD)
- SAML 2.0
- Conditional Authentication

Authentication limitations

- Single sign-on with Citrix Federated Authentication Service (FAS) isn't supported. Users enter their AD credentials into the Windows Logon user interface on the VDA.
- Single sign-on to VDA using cached Active Directory credentials isn't supported.
- Local mapped accounts aren't supported.
- VDAs can be Microsoft Entra ID joined or AD joined. Hybrid joined machines aren't supported.
- If using Adaptive Authentication, the Adaptive Authentication or service must remain reachable for service continuity to function.
- If using the Device Posture service, the Device Posture service must remain reachable for service continuity to function. To maintain security, service continuity verifies the results of the latest scan of the device's posture before launching a session. If the results of the scan are unavailable or outdated, service continuity prevents session launch, ensuring compliance with security policies.
- For connectorless VDAs, signing in with Windows Hello in the virtual desktop is not supported. Only user name and password are currently supported. If users try to log in with any Windows Hello method, they receive an error stating that they are not the brokered user, and the session is disconnected. Associated methods include PIN, FIDO2 key, MFA, and so on.

Citrix Cloud Connector™ scale and size

- 4 vCPU or more
- 6 GB memory or more

Citrix Cloud Connector connectivity

Citrix Cloud Connector must be able to reach <https://rootoftrust-ap-s.apps.cloud.com>, <https://rootoftrust-eu.apps.cloud.com>, and <https://rootoftrust.apps.cloud.com>. For more information, see [System and Connectivity Requirements](#) in Citrix Cloud documentation.

Connectivity optimization limitations

Advanced Endpoint Analysis (EPA) isn't supported.

Enlightened Data Transport (EDT) isn't supported during outages.

VDA requirements and limitations

- VDAs registered with connectors: 7.15 LTSR or higher. For connectorless VDAs: 2402 or higher.

- VDAs must be online for users to access VDA resources during an outage. Service continuity does not protect against outages of platforms hosting the VDAs such as Azure or AWS.
- For VDAs registered with connectors, workloads supported during outages:
 - Hosted shared apps and desktops
 - Random non-persistent desktops (pooled VDI desktop) with power management
 - Static non-persistent desktops
 - Static persistent desktops, including Remote PC Access

Note:

Assign on first use doesn't support during outages. Random non-persistent desktops with power management are unavailable by default if Cloud Connectors lose connectivity with Citrix Cloud unless [ReuseMachinesWithoutShutdownInOutage](#) is configured for the delivery group. Review [Application and desktop support](#) for more details.

- For connectorless VDAs using Rendezvous V2, workloads supported during outages:
 - Static persistent desktops

For more information about available VDA functions during outages, see VDA management during outages.

Local keyboard mapping requirements and limitations

The Windows Logon user interface that prompts users to reauthenticate on the VDA does not support local keyboard language mapping. To allow users to reauthenticate during an outage if they have local keyboard language mapping on their devices, preload the keyboard layouts these users require.

Warning:

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

Edit this registry key in the VDA image:

`HKEY_USERS\.DEFAULT\Keyboard Layout\Preload`

The corresponding language pack in the virtual desktop image must be installed.

For a list of keyboard identifiers associated with keyboard languages, see [Keyboard Identifiers and Input Method Editors for Windows](#).

Configure resource location network connectivity for service continuity

You can configure your resource location to accept connections from inside your LAN, outside your LAN, or both.

Configure for connections inside your LAN

1. From the Citrix Cloud menu, go to **Workspace Configuration > Access**.
2. Select **Configure Connectivity**.
3. Select **Internal Only** as your connectivity type.
4. Click **Save**.

Configure your Citrix Cloud Connector and VDA firewalls to accept connections over Common Gateway Protocol (CGP) TCP port 2598. This configuration is the default setting.

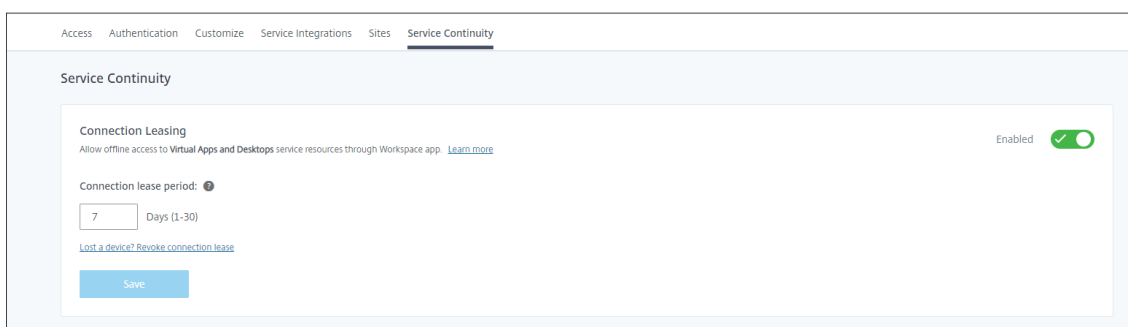
Configure for connections from outside your LAN

1. From the Citrix Cloud menu, go to **Workspace Configuration > Access**.
2. Select **Configure Connectivity**.
3. Select **Gateway Service** as your connectivity type.
4. Click **Save**.

Configure service continuity

To enable service continuity for your site:

1. From the Citrix Cloud menu, go to **Workspace Configuration > Service Continuity**.
2. Set **Connection leasing for the Workspace** to **Enable**.



Access Authentication Customize Service Integrations Sites Service Continuity

Service Continuity

Connection Leasing
Allow offline access to Virtual Apps and Desktops service resources through Workspace app. [Learn more](#) Enabled ☒

Connection lease period: ⓘ
 Days (1-30)
[Lost a device? Revoke connection lease](#)

[Save](#)

3. Set **Connection lease period** to the number of days a Workspace connection lease can be used to maintain a connection. The Workspace connection lease period applies to all Workspace connection leases through your site. The Workspace connection lease period starts the first time

a user signs in to the Citrix Cloud Workspace store. Workspace connection leases are refreshed each time the user signs in, up to once a day. The Workspace connection lease period can be from one day to 30 days. The default is seven days.

4. Click **Save**.

When you enable service continuity, it is enabled for all delivery groups in your site. To disable service continuity for a delivery group, use the following PowerShell command:

```
Set-BrokerDesktopGroup -name <deliverygroup> -ResourceLeasingEnabled $false
```

Replace `deliverygroup` with the name of the delivery group.

By default, Workspace connection leases are deleted from the user device if the user logs out of Citrix Workspace during an outage. If you want Workspace connection leases to remain on user devices after users log out, use the following PowerShell command:

```
Set-BrokerSite -DeleteResourceLeasesOnLogOff $false
```

Notes:

- Workspace connection leases can't be set to remain on user devices after users log out for users connecting with Citrix Workspace app for Mac. Citrix Workspace for Mac is unable to read the value of the `DeleteResourceLeaseOnLogOff` property.
- It might take up to 12 hours for Workspace app clients to update after the setting is configured.

Configure Service Continuity for connectorless workloads

Service Continuity for connectorless workloads must be configured per resource location.

1. [Install VDA 2402 for Microsoft Entra ID joined VDAs](#).
 - a) Enable the CLXMTP service on the VDAs by configuring the following registry key, then reboot the VDA:

```
1 [HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\ClxMtpService]
2 "ClxMtpSvcEnabled"=dword:00000001
3 "ClxMtpTimeoutInMilliseconds"=dword:00035000
4 "ClxMtpFsmLogLevel"=dword:00000003
```

Note:

For MCS provisioned VDAs, consider setting these registry keys on the master image

2. Create a Microsoft Entra ID joined catalog.
3. Create a Delivery Group.

Note

Only dedicated desktops are supported. Assign the desktop to a user.

4. Enable Service Continuity.
5. Enable Service Continuity for connectorless workloads on the connectorless resource location by running the following PowerShell.

```
1 powershell
2 Set-ConfigZone -Name <zoneName> -
  EnableVdaConnectivityForResourceLeases $true
```

How service continuity works

If there's no outage, users access virtual apps and desktops using ICA files. Citrix Workspace generates a unique ICA file each time a user selects a virtual app or desktop icon. Each ICA file contains a Secure Ticket Authority (STA) ticket and a logon ticket that can be redeemed only once to gain authorized access to virtual resources. The tickets in each ICA file expire after about 90 seconds. After the ticket in an ICA file is used or expires, the user needs another ICA file from Citrix Workspace to access resources. When service continuity isn't enabled, outages can prevent users from accessing resources if Citrix Workspace can't generate an ICA file.

Citrix Workspace generates ICA files when users launch virtual apps and desktops regardless of whether service continuity is enabled. When service continuity is enabled, Citrix Workspace also generates the unique set of files that make up a Workspace connection lease. Unlike ICA files, Workspace connection lease files are generated when the user signs into Citrix Workspace, not when the user launches the resource. When a user signs in to Citrix Workspace, connection lease files are generated for every resource published to that user. Workspace connection leases contain information that gives the user access to virtual resources. If an outage prevents a user from signing in to Citrix Workspace or accessing resources using an ICA file, the connection lease provides authorized access to the resource.

How sessions launch during outages

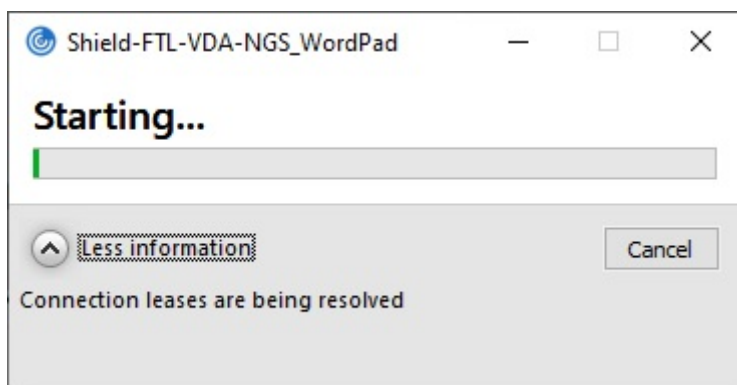
When users click an icon for an app or desktop during an outage, the Citrix Workspace app finds the corresponding Workspace connection lease on the user device. Citrix Workspace app then opens a connection. If connectivity to the resource location that hosts the app or desktop is configured to accept connections from outside your LAN, a connection opens to Citrix Gateway Service. If you configure connectivity to the resource location that hosts the app or desktop to accept connections from inside your LAN only, a connection opens to the Cloud Connector.

When opening the workspace in a web browser, the browser uses Citrix web extension to communicate with Citrix Workspace app using the native messaging host protocol for browser extensions.

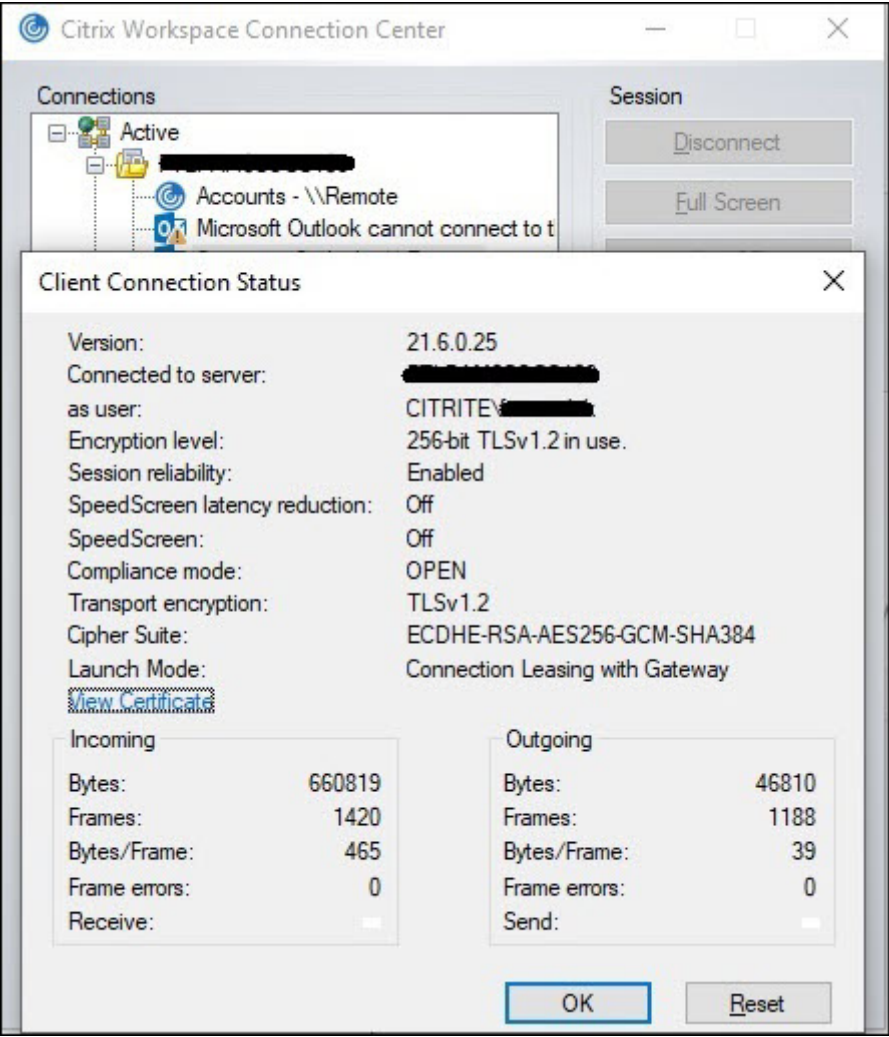
When the Citrix Cloud broker is online, the Cloud Connector uses the Citrix Cloud broker to resolve which VDA is available. When the Citrix Cloud broker is offline, the secondary broker for the Cloud Connector (also known as the High Availability service) listens for and processes connection requests.

Users who are connected when an outage occurs can continue working uninterrupted. Reconnections and new connections experience minimal connection delays. This functionality is similar to Local Host Cache, but does not require an on-premises StoreFront.

When a user launches a session during an outage, this window appears indicating that Workspace connection leases were used for the session launch:



After the user has finished signing into the session, these properties appear in the Workspace Connection Center:



The launch mode property provides information about the Workspace connection leases used to launch the session.

On devices running Citrix Workspace app for Mac, Citrix Viewer displays information showing that Workspace connection leases were used for the session launch:



What makes it secure

All sensitive information in the Workspace connection lease files is encrypted with the AES-256 cipher. Workspace connection leases are bound to a public/private key pair uniquely associated with the specific client device and can't be used on a different device. A built-in cryptographic mechanism enforces use of the unique key pair on each device.

Workspace connection leases are stored on the user device in AppData\Local\Citrix\SelfService\ConnectionLeases.

The security architecture of service continuity is built on public-key cryptography, similarly to a public key infrastructure (PKI), but without certificate chains and certificate authorities. Instead, all the components establish transitive trust by relying on a new Citrix Cloud service called the root of trust that acts like a certificate authority.

Block connection leases

If a user device is lost or stolen, or a user account is closed or compromised, you can block Workspace connection leases. When you block Workspace connection leases associated with a user, the user can't connect to resources. Citrix Cloud no longer generates or synchronizes Workspace connection leases for the user.

When you block Workspace connection leases associated with a user account, you block connections to that account on all devices associated with it. You can block Workspace connection leases for a user or for all users in a user group.

To revoke Workspace connection leases for a single user or user group, use this PowerShell command:

```
Set-BrokerConnectionLeaseRevocationDate -Name username -LeaseRevocationDays  
Days
```

Replace `username` with the user associated with the account you want to block from connecting. Replace `username` with a user group to block connection from all accounts in the user group. Replace `Days` with the number of days connections are blocked.

For example, to block connections for `xd.local/user1` for the next 7 days, type:

```
1 Set-BrokerConnectionLeaseRevocationDate -Name xd.local/user1 -
   LeaseRevocationDays 7
```

To view the time period for which Workspace connection leases are revoked, use this PowerShell command:

```
Get-BrokerConnectionLeaseRevocationDate -Name username
```

Replace `username` with the user or user group you want to view the time period for.

For example, to view the time period for which Workspace connection leases are revoked for `xd.local/user1`, type:

```
1 Get-BrokerConnectionLeaseRevocationDate -Name xd.local/user2
```

This information appears:

```
1 FullName           :
2 Name               : XD\user2
3 UPN                :
4 Sid                : S-1-5-21-nnnnnnn
5 LeaseRevocationDays : 2
6 LeaseRevocationDateTimeUtc : 2020-12-17T17:34:25Z
7 LastUpdateDateTimeUtc : 2020-12-19T17:34:25Z
```

From this output, you can see that user `xd.local/user2` has Workspace connection leases revoked for two days, from December 17, 2020, through December 19, 2020, at 17:34:25 UTC on each day.

To allow a user account that has Workspace connection leases revoked to receive connection again, remove the block using this PowerShell command:

```
Remove-BrokerConnectionLeaseRevocationDate -Name username
```

Replace `username` with the blocked user or user group you want to receive connection. To allow all blocked user account to receive connections, leave out the `Name` option.

Double hop scenarios

Service continuity can allow users to access virtual resources during outages in double hop scenarios if they're signed in to Citrix Workspace before the outage occurs. In a double hop scenario, a physical user device connects to a virtual desktop that has Citrix Workspace app installed. The virtual desktop then connects to another virtual resource.

In the double hop scenario, service continuity can allow users to access virtual resources during an outage regardless of the type of virtual desktop. If the virtual desktop retains user changes, service continuity can also provide access to virtual resources during outages that occur while the user isn't signed in.

Service continuity treats the physical user device and the virtual device in a double hop scenario as individual client endpoints. Each device has its own set of Workspace connection leases. When a user signs in to Citrix Workspace on a physical device, Workspace connection lease files are downloaded and saved to the user profile on the physical device. The user then accesses a virtual desktop and signs in to Citrix Workspace on the virtual desktop. At this point, a different set of Workspace connection leases is downloaded and saved to the user profile on the virtual desktop. Workspace connection lease files are associated with the device they're downloaded to. Workspace connection lease files can't be copied to another device and reused, even by the same user. Thus, service continuity can't provide access to resources during outages that occur after the session ends if the virtual desktop discards changes made during a user session. For this type of virtual desktop, Workspace connection leases are among the changes discarded.

Here's how service continuity works in double hop scenarios with each type of supported virtual desktop.

For double hops that include...	Service continuity can provide access to virtual resources during outages...
Hosted shared desktops	If the outage occurs while the user is signed in to the virtual desktop.
Random non-persistent desktops (pooled VDI desktop)	If the outage occurs while the user is signed in to the virtual desktop.
Static non-persistent desktops	If the virtual desktop hasn't restarted since the user last logged in.
Static persistent desktops	Anytime an outage occurs.

VDA management during outages

For VDAs registered with connectors, service continuity uses the [Local Host Cache](#) function within the Citrix Cloud Connector. Local Host Cache allows connection brokering to continue on a site when the connection between the Cloud Delivery Controller and the Cloud Connector fails. Because service continuity relies on Local Host Cache, it shares some limitations with Local Host Cache.

Note:

Although service continuity uses Local Host Cache within the Cloud Connector, unlike Local Host

Cache, service continuity isn't supported with on-premises StoreFront.

Service Continuity for connectorless workloads differs from Service Continuity in that the brokering of the session is done through the Virtual Delivery Agent (VDA) rather than Cloud Connectors. The VDA communicates with the Citrix Cloud back end services to broker the session for the user through either a direct connection or the Gateway Service, depending on the settings configured for that resource location. More information regarding how resource location network connectivity can be configured for Service Continuity can be found in [Configure resource location network connectivity for service continuity](#).

Power management of VDAs during outages

If Cloud Connectors lose connectivity to Citrix Cloud, Connectors are unable to receive hypervisor credentials from Citrix Cloud. This means:

- During an outage, all machines are in the unknown power state and no power operations can be issued. However, VMs on the host that are powered-on can be used for connection requests.

By default, power-managed desktop VDAs in pooled delivery groups that have the **Shutdown-DesktopsAfterUse** property enabled are not available for new connections if Cloud Connectors lose connectivity with Citrix Cloud. You can [change this setting](#) to allow those desktops to be used if Cloud Connectors lose connectivity with Citrix Cloud by configuring the [ReuseMachinesWithoutShutdownInOutage](#) flag on your delivery groups. Changing the [ReuseMachinesWithoutShutdownInOutage](#) parameter to `$true` can result in data from previous user sessions to be present on the VDA until it is restarted.

Power management resumes when normal operations resume after an outage.

Machine assignment and automatic enrollment

An assigned machine can be used only if the assignment occurred during normal operations. New assignments cannot be made during an outage.

Automatic enrollment and configuration of Remote PC Access machines isn't possible. However, machines that were enrolled and configured during normal operation are usable.

VDA resources in different zones

Server-hosted applications and desktop users might use more sessions than their configured session limits, if the resources are in different zones.

Unlike Local Host Cache, service continuity can launch apps and desktops from registered VDAs in different zones, providing the resource is published in more than one zone. Citrix Workspace app might take longer to find a healthy zone as it cycles sequentially through all the zones in the Workspace connection lease.

Monitoring and troubleshooting

Service continuity performs two main actions:

- Download Workspace connection leases to the user device. Workspace connection leases are generated and synced with the Citrix Workspace app.
- Launch virtual desktops and apps using Workspace connection leases.

Troubleshooting downloading Workspace connection leases

You can view Workspace connection leases at this location on the user device.

On Windows devices:

`C:\Users\Username\AppData\Local\Citrix\SelfService\ConnectionLeases\Store GUID\User GUID\leases`

`Username` is the user name.

`Store GUID` is the global unique identifier of the Workspace store.

`User GUID` is the global unique identifier of the user.

On Mac devices:

`$HOME/Library/Application Support/Citrix Receiver/CLSyncRoot`

For example, open `/Users/luca/Library/Application Support/Citrix Receiver/CLSyncRoot`

On Linux:

`$HOME/.ICAClient/cache/ConnectionLease`

For example, open `/home/user1/.ICAClient/cache/ConnectionLease`

Workspace connection leases are generated when the Citrix Workspace app connects to the Workspace store. View registry key values on the user device to determine whether the Citrix Workspace app has successfully contacted the Workspace connection lease service in Citrix Cloud.

Open regedit on the user device and view this key:

`HKCU\Software\Citrix\Dazzle\Sites\store-xxxx`

If these values appear in the registry key, the Citrix Workspace app contacted or attempted to contact the Workspace connection lease service:

- `leaseLastCallHomeTime`
- `leaseLastSyncStatus`

If the Citrix Workspace app tried unsuccessfully to contact the Workspace connection lease service, `leaseLastCallHomeTime` shows an error with an invalid time stamp:

`leaseLastCallHomeTime REG_SZ 1/1/0001 12:00:00 AM`

If `leaseLastCallHomeTime` is uninitialized, the Citrix Workspace app never attempted to contact the Workspace connection lease service. To resolve this issue, remove the account from the Citrix Workspace app and add it again.

Citrix Workspace app error codes for Workspace connection leases

When a service continuity error occurs on the user device, an error code appears in the error message. Common errors include:

Error code	Description
3000	No connection lease files present
3002	Connection lease cannot be read or found
3003	No resource location found
3004	Connection details missing in the leases
3005	ICA file is empty
3006	Connection lease expired. Log back into Workspace.
3007	Connection lease is invalid
3008	Connection lease validation result: empty
3009	Connection lease validation result: invalid
3010	Parameter missing
3020	Connection lease validation failed
3021	No resource location found where the app is published
3022	Connection lease validation result: deny
3023	Citrix Workspace app timed out

Error code	Description
3024	User canceled the lease-based launch while in progress
3025	Number of launch-retry count exceeded
3026	Negotiated resource (app or desktop) can not be launched

Access selfservice.txt

To access the `selfservice.txt` file for self-service troubleshooting, perform the following steps:

1. Create a blank text file and name it `enableshieldandlogging.reg`.
2. Copy the following text into the file and save:

```
1 Windows Registry Editor Version 5.00
2
3 [HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Citrix\Dazzle]
4 "Tracing"="True"
5 "AuxTracing"="True"
6 "DefaultTracingConfiguration"="global all -detail"
7 "ConnectionLeasingEnabled"="True"
8
9 [HKEY_CURRENT_USER\Software\Citrix\Dazzle]
10 "RemoteDebuggingPort"="8088"
```

3. Place your saved file into your client endpoint.
4. The `selfservice.txt` file is now discoverable at the following path: `%LocalAppData%\Citrix\SelfService`.

Troubleshooting for browser users

In the **Advanced** menu of the Citrix Workspace browser app account settings, ensure the current method for app and desktop launch preference is set to **Use Citrix Workspace App**. If this option is set to **Use Web Browser**, service continuity isn't supported in the browser.

Ensure that the extension icon in the browser appears green after the browser loads the Workspace URL.

To download logs, click the extension icon in the browser. Then click **Download Logs**.

Enable single sign-on for workspaces with Citrix Federated Authentication Service

September 6, 2025

Citrix Federated Authentication Service (FAS) supports single sign-on (SSO) to DaaS in Citrix Workspace. FAS is typically adopted if you're using one of the following identity providers for Citrix Workspace authentication:

- Azure Active Directory
- Okta
- SAML 2.0
- Citrix Gateway
- Google Cloud Identity

With FAS, subscribers enter their credentials only once to access their DaaS apps and desktops.

FAS isn't needed for SSO to DaaS if you're using Active Directory (AD), AD plus Token, or specific configurations of Citrix Gateway. For more information on configuring Citrix Gateway, visit [Create an OAuth IdP policy on the on-premises Citrix Gateway](#).

FAS servers

Within each resource location, you can connect multiple FAS servers to Citrix Cloud™ for load balancing and failover purposes.

Citrix Cloud supports using FAS servers in the following scenarios.

In both scenarios, subscribers signing in to their workspaces through a federated identity provider enter their credentials only once to access apps and desktops.

FAS servers connected with a single resource location

If your resource locations contain varied infrastructure (for example, different resource locations contain different AD forests), deploy FAS servers to the resource location where your VDAs are. SSO is active only in resource locations where one or more FAS servers are connected.

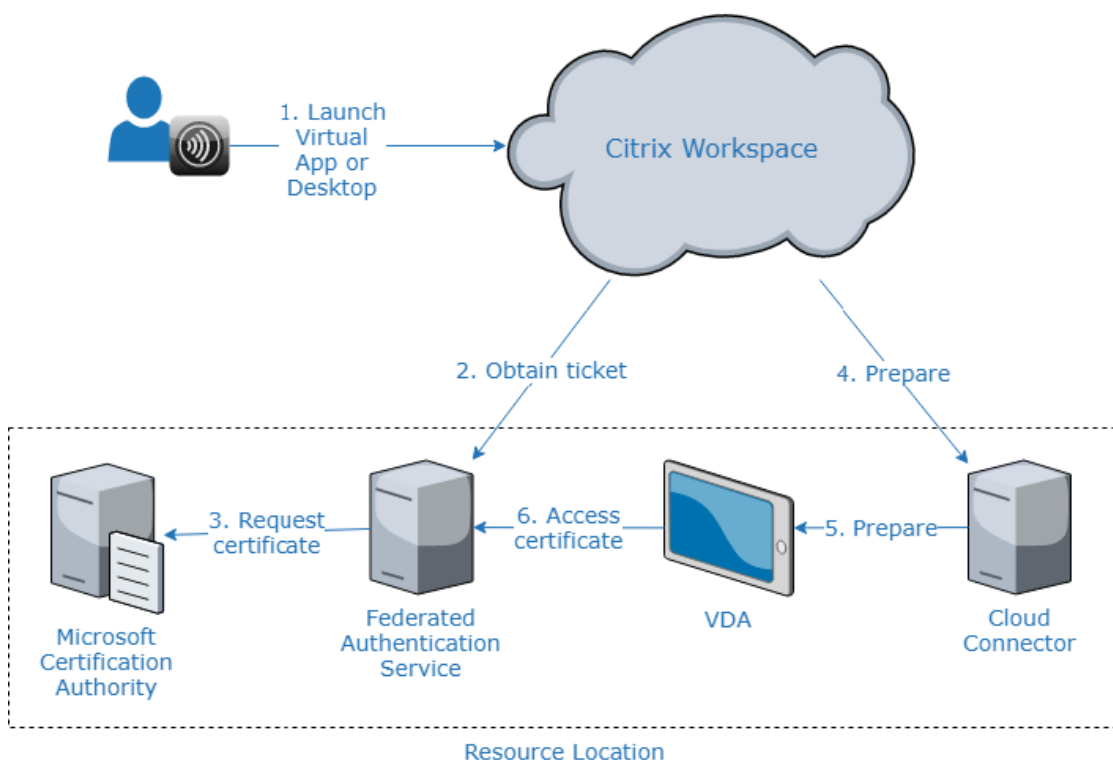
FAS servers connected with multiple resource locations

If you have network connectivity between your resource locations and they contain similar infrastructure, you can connect your FAS servers with multiple resource locations. SSO is active for workspace

subscribers who connect to apps and desktops in those resource locations. In this scenario, there's no need to connect separate FAS servers to each resource location.

When subscribers launch a virtual app or desktop, Citrix Cloud selects a FAS server in the same resource location as the app or desktop that is being launched. Citrix Cloud contacts the selected FAS server to obtain a ticket that grants access to a user certificate stored on the FAS server. To authenticate the subscriber, the VDA connects to the FAS server and presents the ticket.

You can use the same FAS server for both on-premises and Citrix Cloud with proper rule configuration.



Failover priority for multiple resource locations

When using FAS servers with multiple resource locations, FAS servers in one resource location can provide failover to FAS servers in other resource locations. When you add FAS servers to other resource locations, you designate each server as primary or secondary. When subscribers launch a virtual app or desktop, Citrix Cloud uses this designation in the following manner to select a FAS server:

- FAS servers that are designated as primary in the given resource location are considered first.
- If no primary servers are available, FAS servers that are designated as secondary are considered.
- If no secondary servers are available, the launch continues but single sign-on doesn't occur.

Video overview

For an overview of the Federated Authentication Service for Citrix Workspace, view this Tech Insight video:



Requirements

Connectivity requirements

Use the FAS administration console to connect a FAS server to Citrix Cloud. You can use this console to configure a local or remote FAS server. To enable SSO for workspaces with FAS, the FAS administration console and FAS service access the following addresses using the console user's account and Network Service account, respectively.

- FAS administration console, using the console user's account:
 - *.cloud.com
 - *.citrixworkspacesapi.net
 - Addresses required by a third party identity provider, if one is used in your environment

- FAS service, using the Network Service account:
 - *.citrixworkspacesapi.net
 - https://*.citrixnetworkapi.net/

If your environment includes proxy servers, configure the user proxy with the addresses for the FAS administration console. Also, ensure that the address for the Network Service Account is configured as appropriate for your environment.

FAS system requirements

The requirements in this section apply to all FAS servers that you plan to connect with Citrix Cloud.

Complete system requirements for the FAS server are described in the [System Requirements](#) section of the FAS product documentation.

FAS servers in your on-premises Citrix Virtual Apps and Desktops environment must have Federated Authentication Service 2003 (Version 10.1) or later installed.

If your existing FAS server is older than Version 10, you can download the latest FAS software from Citrix and upgrade the server in-place before creating this connection. When you create the connection, you select the resource location for your FAS server. SSO is active for subscribers only in the resource locations where FAS servers are present.

For more information about upgrading an existing FAS server, see [Install and configure](#) in the FAS product documentation. The same FAS server can be used for Workspace and on-premises deployments.

Citrix Workspace

You must have Citrix DaaS™ provisioned and enabled in Workspace. By default, the DaaS is enabled in Workspace Configuration after you subscribe to the service. However, the service requires that you deploy Citrix Cloud Connectors to allow Citrix Cloud to communicate with your on-premises environment.

Cloud Connectors

Citrix Cloud Connectors enable communication between your resource location (where the VDAs are) and Citrix Cloud. Deploy at least two Cloud Connectors to ensure high availability. The servers on which you install the Cloud Connector software must meet the following requirements:

- System requirements as described in [Cloud Connector Technical Details](#)

- No other Citrix components are installed, the server isn't an Active Directory domain controller, and isn't a machine critical to your resource location infrastructure.
- Joined to the domain where your VDAs are.

For more information about deploying Cloud Connectors, refer to the following articles:

- [Cloud Connector Proxy and Firewall Configuration](#)
- [Cloud Connector Installation](#)

Setup overview

1. If you're deploying new FAS servers, review the Requirements and follow the instructions in [Install and configure FAS](#) in this article.
2. Connect your FAS server to Citrix Cloud as described in [Connect a FAS server to Citrix Cloud](#) in this article. Completing this task connects your FAS server to a single resource location.
3. If you plan to connect your FAS server to multiple resource locations, follow the instructions in [Add a FAS server to multiple resource locations](#) in this article.

Install and configure FAS

Follow the FAS installation and configuration process described in the [FAS product documentation](#). The configuration steps for StoreFront and the Delivery Controller aren't required.

Tip:

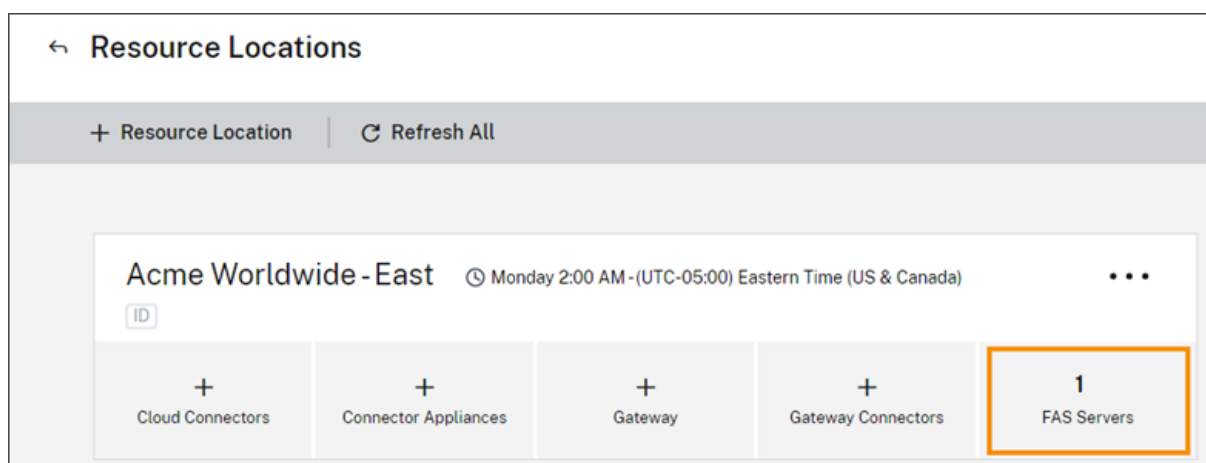
You can also download the Federated Authentication Service installer from the Citrix Cloud console:

1. From the Citrix Cloud menu, select **Resource Locations**.
2. Select the **FAS Servers** tile and then click **Download**.

Connect FAS servers to Citrix Cloud

Use the FAS administration console to connect your FAS server to Citrix Cloud as described in [Install and configure](#) in the FAS product documentation.

After you complete the **Connect to Citrix Cloud** configuration step, Citrix Cloud registers the FAS server and displays it on the Resource Locations page in your Citrix Cloud account.



If you already have the Resource Locations page loaded in your browser, refresh the page to display the registered FAS server.

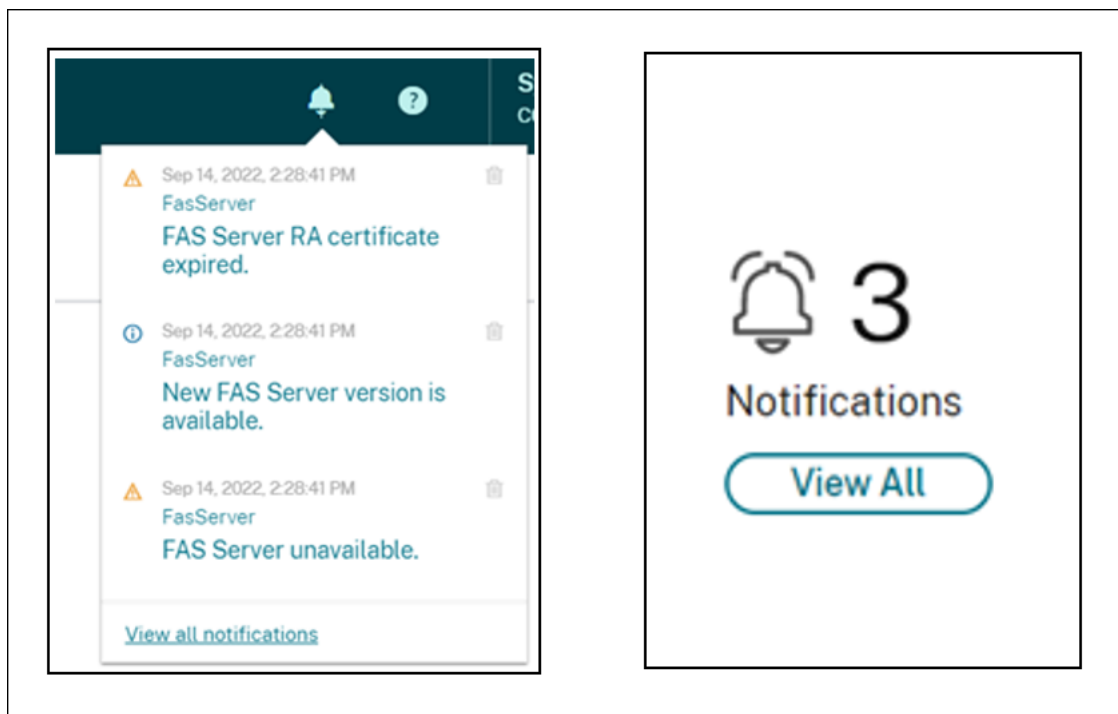
Support for Cloud notifications

FAS now supports Cloud notifications. With the new Cloud notifications for FAS servers, you receive notifications in the following instances:

- A FAS server is down or unavailable.
- A FAS server's Registry Authority (RA) certificate has expired or is about to expire.
- A new version of FAS is available to download.

Raising notifications

A periodic check for new notifications is done and raised in the Citrix Cloud management console. The notifications appear under the bell icon on the upper right corner of the Citrix Cloud management console. Select **View All** on the notification icon to view all the notifications. For more information, see [Notifications](#).

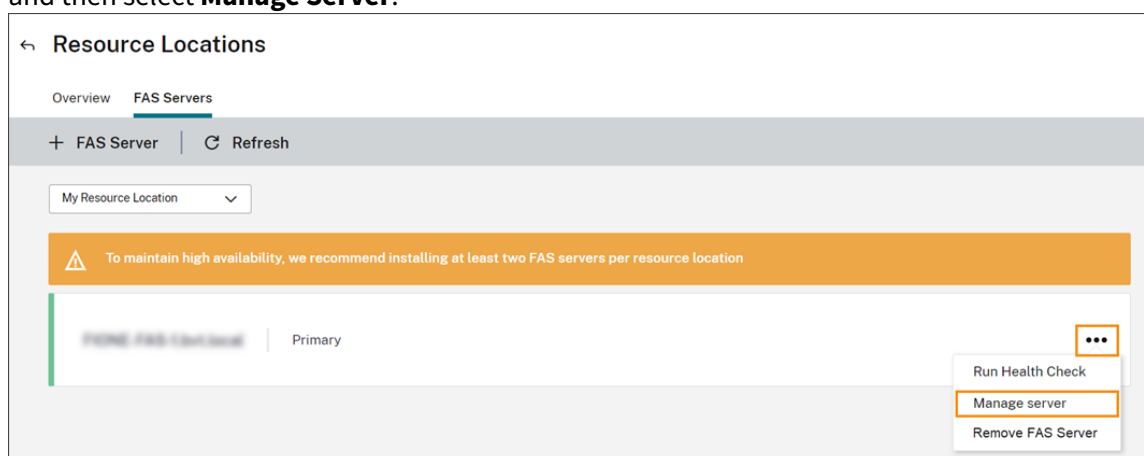
**Note:**

Once a notification is raised, it will be raised again periodically only if the issue is not resolved.

All notifications contain the FQDN of the impacted FAS server. The RA certificate expiry notification is displayed only for the FAS servers with version 10.10.0.14 and later.

Add a FAS server to multiple resource locations

1. From the Citrix Cloud menu, select **Resource Locations** and then select the **FAS Servers** tab.
2. Locate the FAS server you want to manage, click the ellipsis (...) at the right side of the entry, and then select **Manage Server**.



3. Select **Add to a resource location** and then select the resource locations that you want.

Manage FAS Server ✕

Add or remove the FAS server in an existing resource location or change the FAS server's failover ranking.

Connected resource locations:

My Resource Location	Primary ▼	✕
Resource Location 3	Secondary ▼	✕

+ Add to a resource location

Cancel Save Changes

4. Select **Primary** or **Secondary** for the FAS server's failover priority in each selected resource location.
5. Select **Save Changes**.

To view the added FAS server, select **Resource Locations** from the **Citrix Cloud** menu and then select the **FAS Servers** tab. A list of all FAS servers for all connected resource locations appears. To display FAS servers for a specific resource location, select the resource location from the drop-down list.

Change a FAS server's failover priority

1. From the **Resource Locations** page, select the **FAS Servers** tile for the resource location you want to manage.
2. Select the **FAS Servers** tab.
3. Locate the FAS server you want to manage, click the ellipsis at the right side of the entry, and then select **Manage server**.
4. Locate the resource location with the priority you want to change and select the new priority from the drop-down list.

Manage FAS Server ✕

Add or remove the FAS server in an existing resource location or change the FAS server's failover ranking.

Connected resource locations:

My Resource Location	Primary ▼	✕
Resource Location 3	Secondary ▼	✕

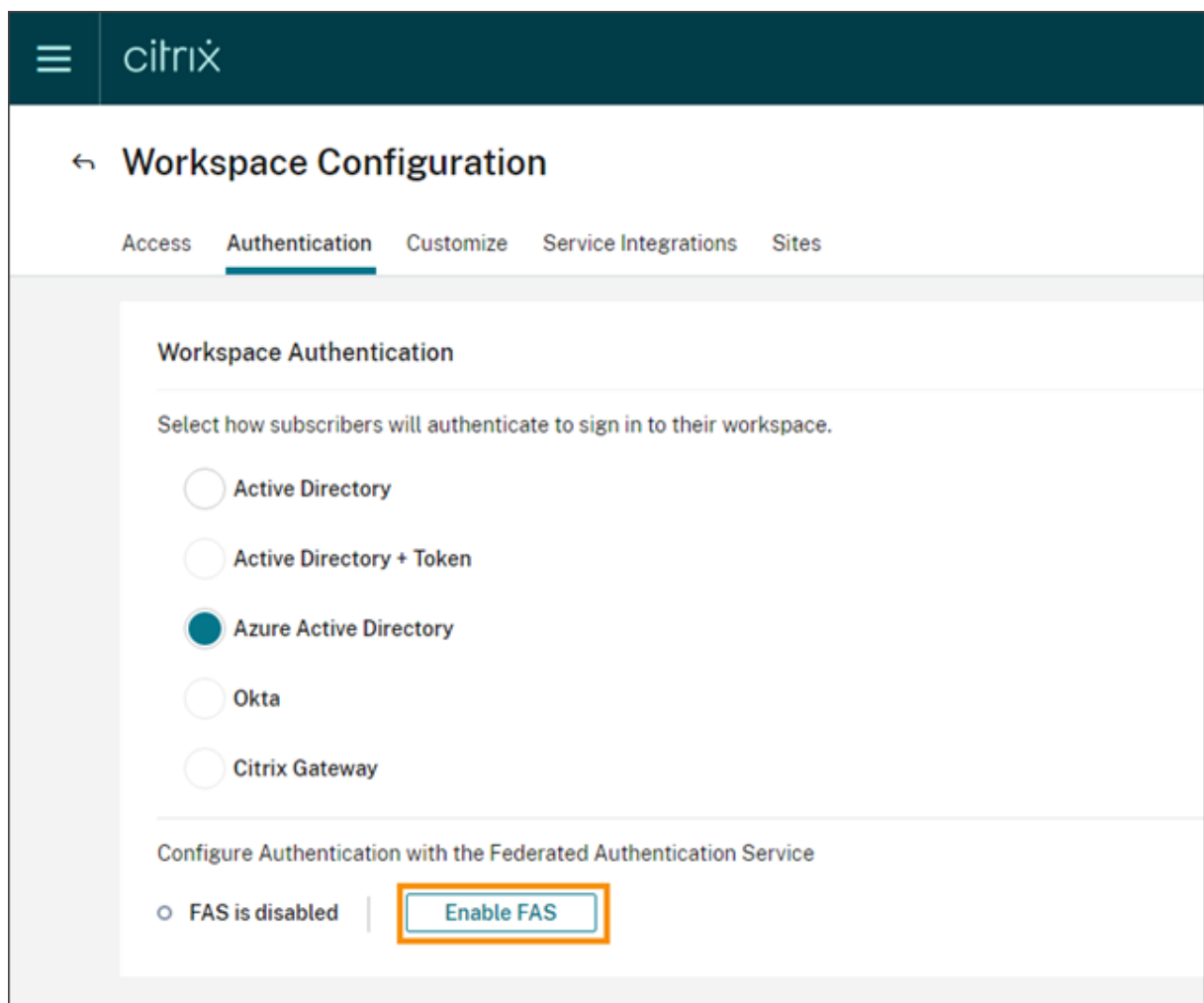
[+ Add to a resource location](#)

Cancel Save Changes

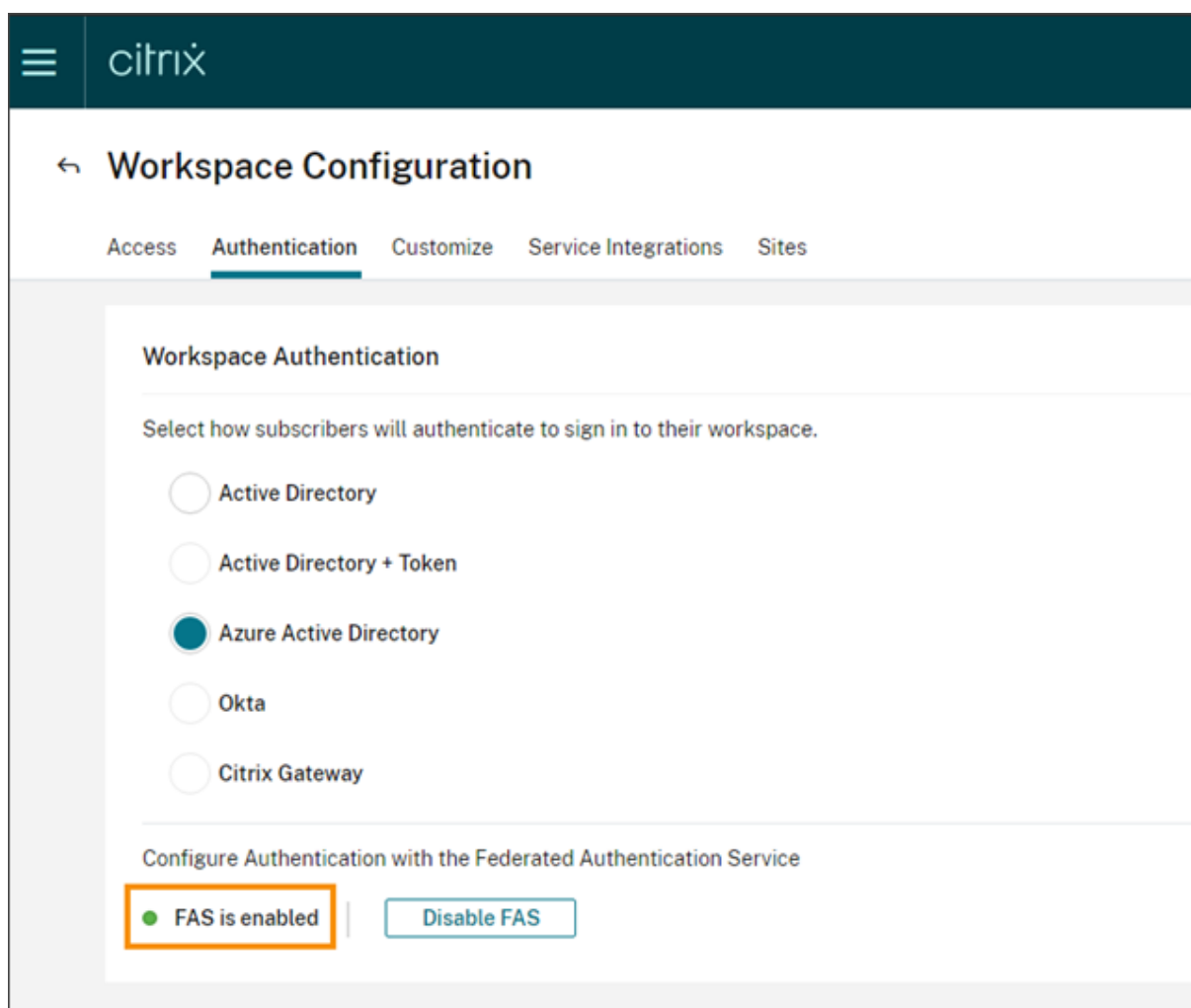
5. Select **Save Changes**.

Enable federated authentication for workspaces

1. From the Citrix Cloud menu, select **Workspace Configuration** and then select **Authentication**.
2. Click **Enable FAS**. This change might take up to five minutes to be applied to subscriber sessions.



Afterward, the Federated Authentication Service is active for all virtual app and desktop launches from Citrix Workspace.



When subscribers sign in to their workspace and launch a virtual app or desktop in the same resource location as the FAS server, the app or desktop starts without prompting for credentials.

Note:

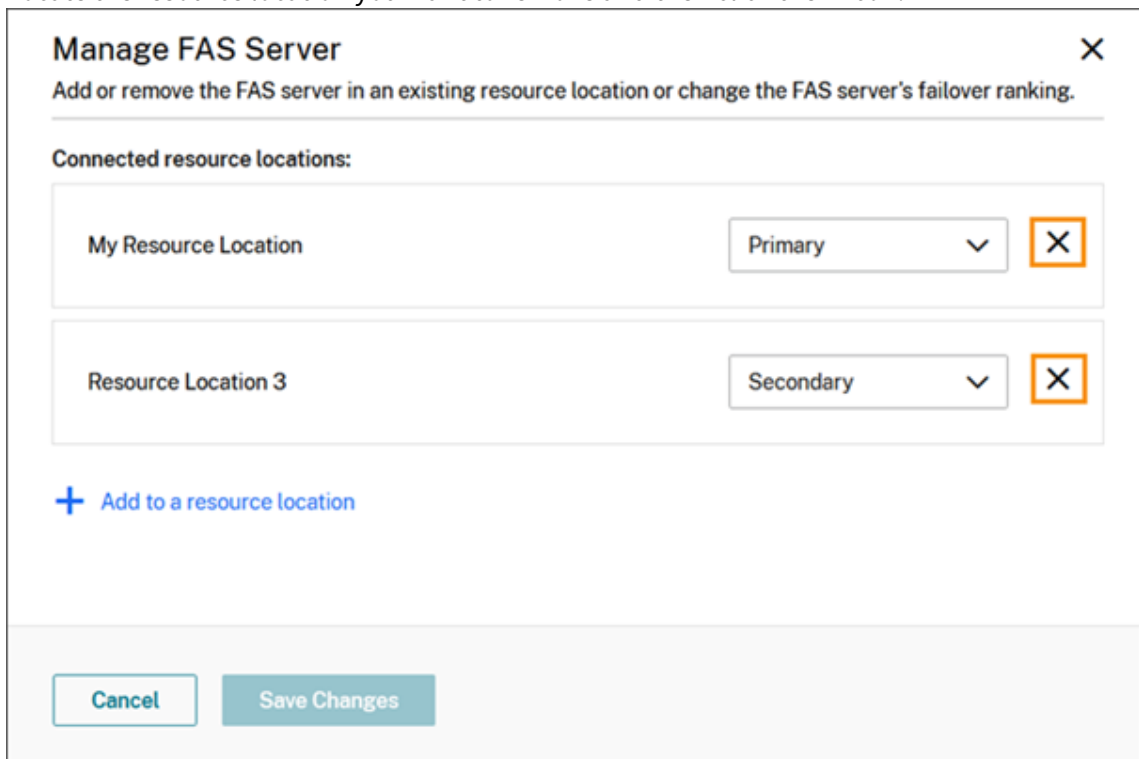
If all FAS servers in a resource location are down or in maintenance mode, application launches succeed, but single sign-on isn't active. Subscribers are prompted for their AD credentials to access each application or desktop.

Remove a FAS server

To remove a FAS server from a single resource location:

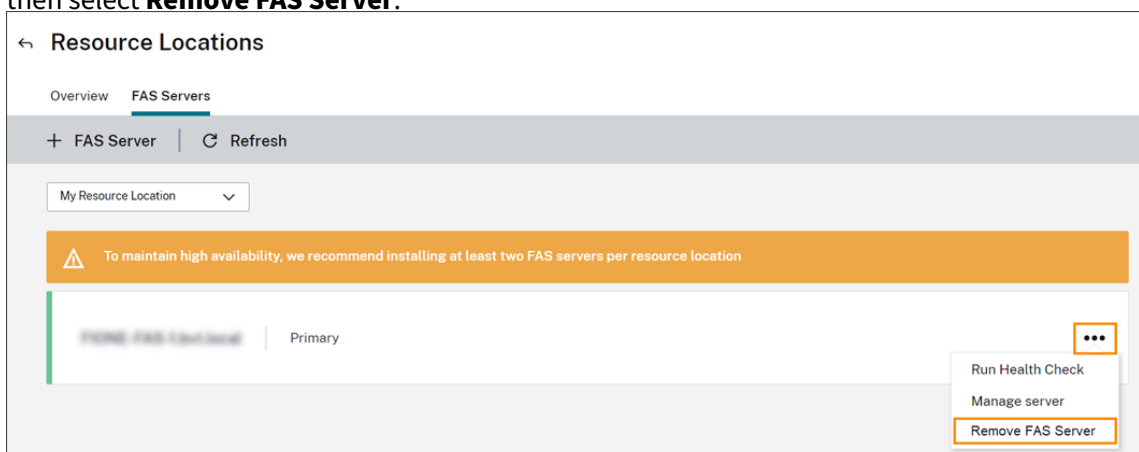
1. From the **Resource Locations** page, select the **FAS Servers** tile for the resource location you want to manage.
2. Select the **FAS Servers** tab.

3. Locate the FAS server you want to manage, click the ellipsis at the right side of the entry, and then select **Manage server**.
4. Locate the resource location you want to remove and then click the **X** icon.

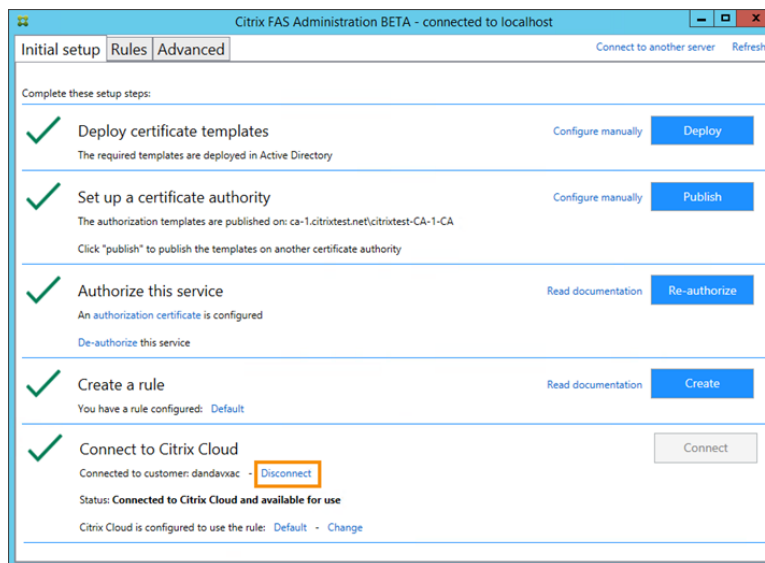


To remove a FAS server from all connected resource locations:

1. From the Citrix Cloud menu, select **Resource Locations**.
2. Locate the resource location you want to manage and then select the **FAS Servers** tile.
3. Locate the FAS server you want to remove, click the ellipsis at the right side of the entry, and then select **Remove FAS Server**.

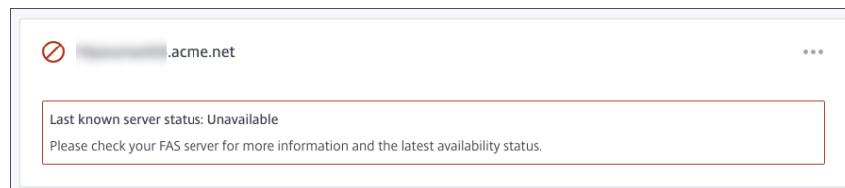


4. On the FAS administration console (on your on-premises FAS server), in **Connect to Citrix Cloud**, select **Disconnect**. Alternatively, you can uninstall FAS.

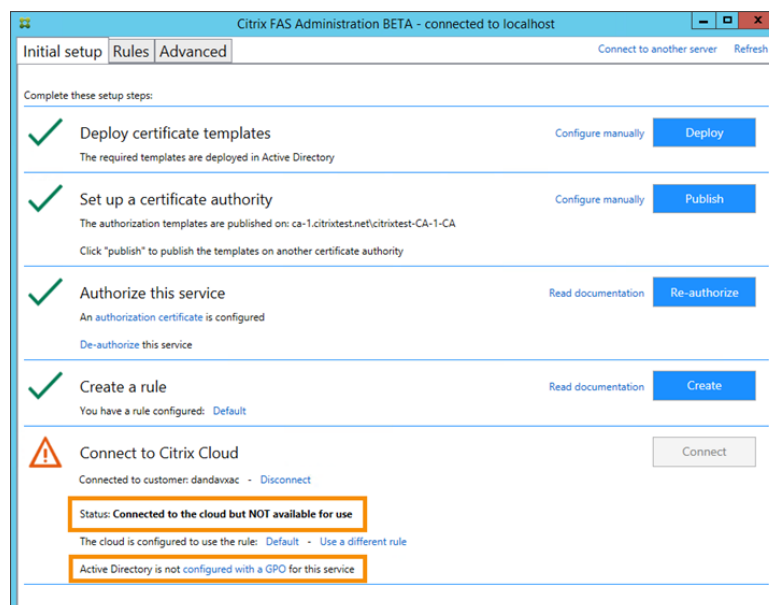


Troubleshooting

If the FAS server isn't available, a warning message appears on the FAS Servers page.



To diagnose the problem, open the FAS administration console on your on-premises FAS server and inspect the status. For example, the FAS server isn't present in the FAS server GPO:



If the FAS administration console indicates that the server is operating properly, but there are still VDA logon problems, consult the [FAS Troubleshooting Guide](#).

More information

[Configuring Single sign-on to Workspace app](#)

Resource filtering using delivery group access policies

September 6, 2025

You can configure Access Policies for delivery groups based on Workspace URLs. You can control end users' access to resources based on the Workspace URL that they're using. To configure an Access Policy for delivery groups based on Workspace URLs, you need to apply the following SmartAccess filters. The filter values are also sent as SmartAccess tags to the DaaS service. It is applicable in both the scenarios:

- while listing apps and desktops published by DaaS
- while launching an app or desktop

Filter	Value	Description
Citrix.Workspace.UsingDomain	example.cloud.com	Allows filtering of delivery group resources by Workspace URL. The value is the fully qualified domain name of the <code>cloud.com</code> Workspace URL, even when users access Workspace using a custom domain.
Citrix-Via-Workspace	True	Indicates that the end user is using Citrix Workspace™, rather than an on-premises StoreFront™ deployment.

Note:

The SmartAccess tags are sent automatically. If [Adaptive Access](#) is enabled then DaaS treats requests from Workspace as being through Citrix Gateway so you must add criteria to the **Cit-**

Citrix Gateway Connections rule. If Adaptive Access is disabled then you must add criteria to the **Non-Citrix Gateway Connections** rule.

Edit Filter



Add criteria to filter user connections. A criterion comprises a Smart Access filter and a value. You can add inclusion and exclusion criteria.

Policy name:

Either internal OR via wspmultiurlmain.cloud.com

Policy state:



☒ Connections meeting the following criteria

☐ Match all

☒ Match any

Filter:

Citrix.Workspace.UsingDomain

Value:

wspmultiurlmain.cloud.com



Filter:

Workspace

Value:

LOCATION_internal



+ Add criterion

☐ Connections not meeting any of the following criteria

No criteria added

This allows filtering of apps and desktops within a delivery group, based on the following criteria:

- the workspace URL that is being used by the end users
- whether users have signed into Workspace or StoreFront

For more information on configuring an access policy for a delivery group, see [Manage delivery groups](#).

Create an access policy rule for multiple URL workflows

1. To create an access policy rule, go to **Edit Delivery Group > Access Policy**, and click Add. Access policies can only be changed once a delivery group has been created.
2. Add a descriptive policy name.
3. Select one of the following criteria for your filters:
 - **Match any:** The access policy allows access if any of the given filter criteria matches the incoming request.

- **Match all:** The access policy allows access only if all of the given filter criteria match the incoming request.

4. Add values for the `Citrix.Workspace.UsingDomain` and `Citrix-Via-Workspace` filters.

For example, in the following scenario the use of **Match any** filter means that this rule allows access from either a user using , or a user connecting from an internal network (as per the Network Location configuration). For more information, see [Adaptive access based on user's network location](/en-us/citrix-daas/manage-deployment/adaptive-access/adaptive-access-based-on-users-network-location.html).

Edit Filter



Add criteria to filter user connections. A criterion comprises a Smart Access filter and a value. You can add inclusion and exclusion criteria.

Policy name:

Either internal OR via wspmultiurlmain.cloud.com

Policy state:



☒ Connections meeting the following criteria

☐ Match all

☒ Match any

Filter:

Citrix.Workspace.UsingDomain

Value:

wspmultiurlmain.cloud.com



Filter:

Workspace

Value:

LOCATION_internal



+ Add criterion

☐ Connections not meeting any of the following criteria

No criteria added

Changing the filter to **Match all** would mean that the rule only allows access to a user using `<wspmultiurlmain.cloud.com>` from an internal network.

Edit Filter

×

Add criteria to filter user connections. A criterion comprises a Smart Access filter and a value. You can add inclusion and exclusion criteria.

Policy name:

Any Workspace URL except wspmultiurlmain.cloud.com

Policy state:

✓

✓

Connections meeting the following criteria

Match all

Match any

Filter:

Citrix-Via-Workspace

Value:

True

🗑

+

Add criterion

✓

Connections not meeting any of the following criteria

Filter:

Citrix.Workspace.UsingDomain

Value:

wspmultiurlmain.cloud.com

🗑

+

Add criterion

Once you confirm the changes, the new policy appears on the Access Policy page. For more information, see [Manage Delivery Groups](#)

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Edit Delivery Group

MCSMultiURLMain

Users

Desktops

Application Prelaunch

Application Linging

User Settings

StoreFront

App Protection

Scopes

Access Policy

Restart Schedule

License Assignment

Access Policy

You can restrict access for users through Smart Access policy expressions that filter user connections made through Citrix Gateway. For example, you can restrict machine access to a subset of users and specify allowed user devices.

Policy		Status	
Citrix Gateway connections	Default	Enabled	
Non-Citrix Gateway connections	Default	Enabled	
Allow access via Main URL		Enabled	

Add

Configure Citrix Workspace™ app using Global App Configuration service

September 6, 2025

You can configure Citrix Workspace app using Global App Configuration service (GACS). It helps you manage the app settings for end users on both managed and unmanaged devices.

Settings can be configured for both cloud (Citrix Workspace) and on-premises (Citrix StoreFront™) environments using one of the following methods:

- Global App Configuration service User Interface (UI):
 - [Configure settings for cloud stores](#)
 - [Configure settings for on-premises stores](#)
- API: To configure settings using APIs, see [Citrix Developer](#).

This service is supported on Windows, Mac, Linux (cloud store only), Android, iOS, HTML5, and ChromeOS platforms.

Key benefits

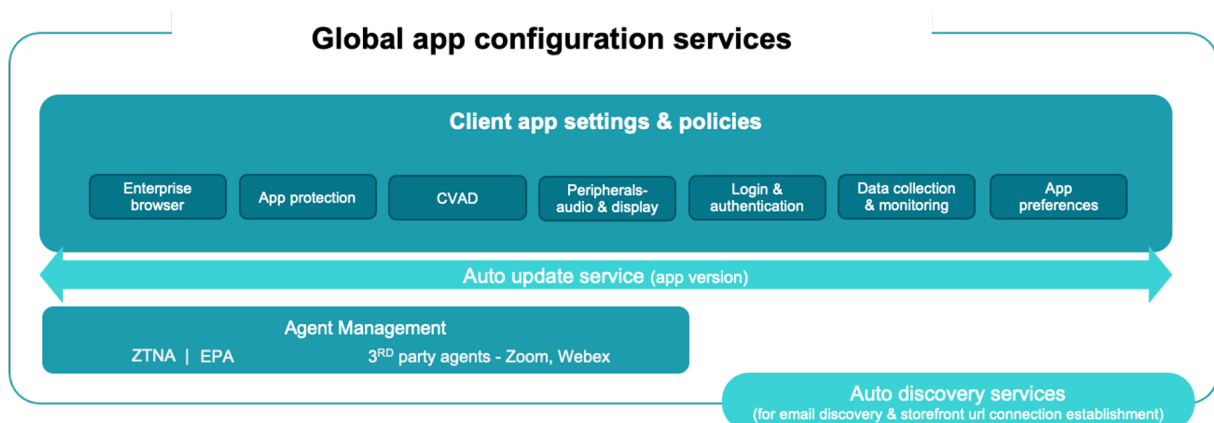
The Global App Configuration service lets you perform the following functions from a centralized interface:

- Configure settings for both managed and unmanaged devices (Bring Your Own Devices)
- Configure settings for multiple stores
- Update and manage client app agents (for example, Endpoint Analysis, ZTNA) and third-party agents (for example, Zoom, Webex)
- Automatically update and manage the Citrix Workspace app version for end users
- Test the configuration before rolling it out to your end-users

How does the Global App Configuration service work?

The Global App Configuration service is a Citrix IP solution used to configure and manage client app settings. It uses the following services and settings to provide a seamless experience to your end-users.

- **AutoDiscovery services:** It maps domains to store URLs, enabling your end users to sign in using their email addresses. End users aren't required to provide their store URLs at the time of sign-in.
- **Auto-update service and Agent management:** Automatically updates Citrix Workspace app to the specified version for your end users. You have the flexibility to configure different app versions for different platforms.
- **Client app settings and policies:** All end-user settings on Citrix Workspace app can be configured and set centrally. It includes settings such as login experience, security, authentication options, virtual app, desktop settings.



Note:

With the release of Citrix Workspace app version 2402 for Windows and Mac, GACS serves settings

in two stages. Citrix Workspace app initially fetches certain settings that need to be applied before user authentication, and the rest of the settings are applied after the successful authentication.

Prerequisites

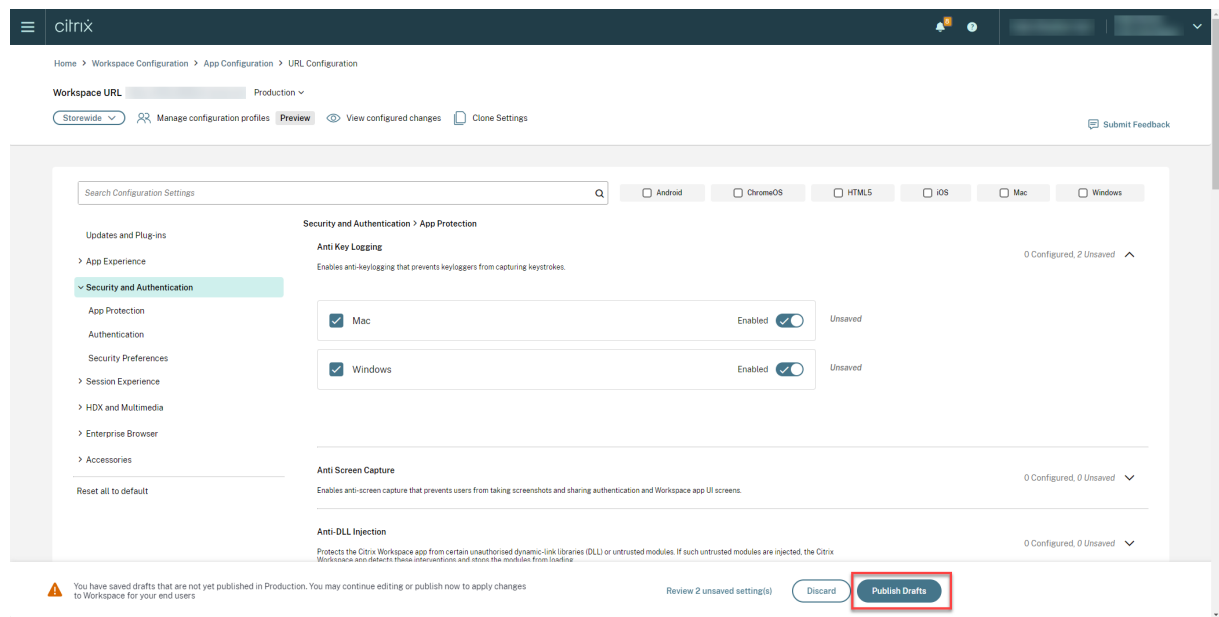
Before you configure the app settings, verify that the Citrix Workspace app version is equal to or higher than the specified versions. For more information, refer to the following table.

Citrix Workspace app platform	Minimum supported version
Windows	Current Release - 2106, LTSR - 2203.1
Mac	2203.1
Linux	2408
iOS	2104
HTML5	2111
ChromeOS	2203
Android	2104

How to use the Global App Configuration service?

To configure settings:

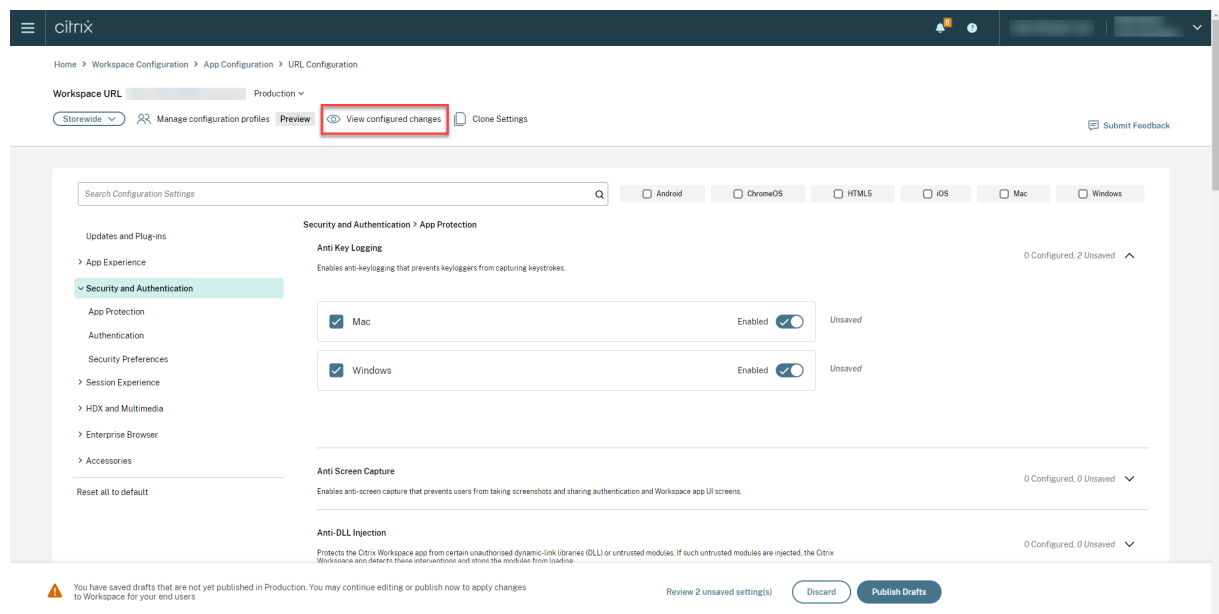
1. Sign in to the [Citrix Cloud](#) portal and navigate to **Workspace Configuration > App configuration**.
2. From the list of configured store URLs, select the store for which you want to map settings and then click **Configure**.
3. Modify the app settings as per your organization's policies.
4. Click **Publish Drafts** to save and publish your settings.



The user interface also provides the following options for a simplified user experience.

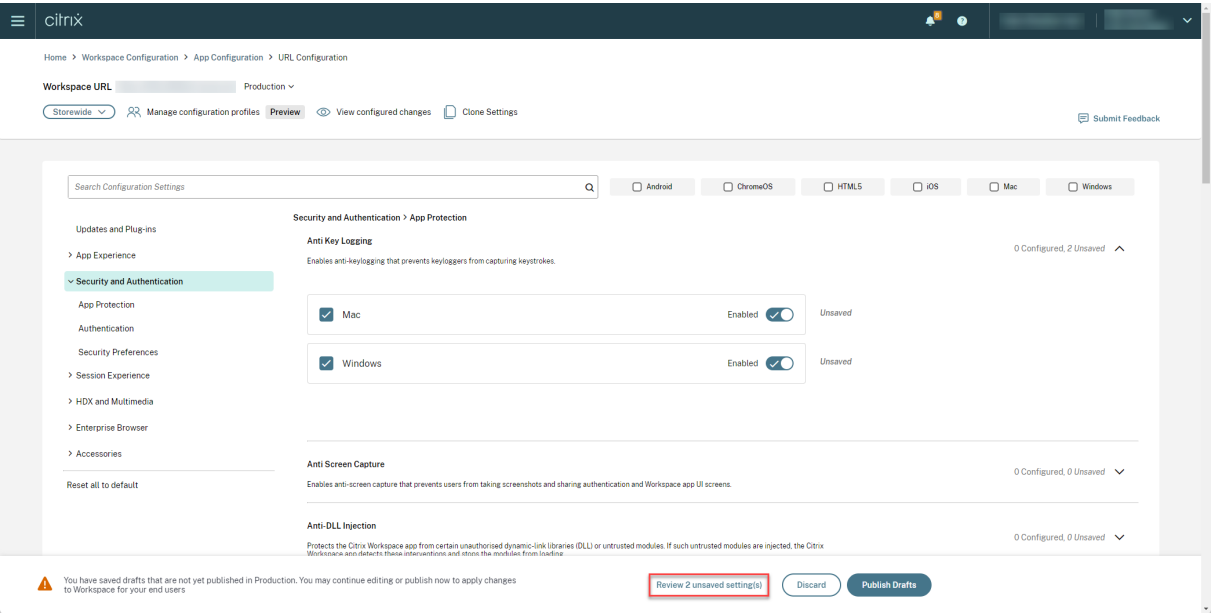
View a summary of configured settings

You can view a summary of the current configuration by clicking the **View configured changes** button. It eliminates the need to expand and review each setting separately. A consolidated list of all the configured settings allows you to perform a comprehensive review of the current configuration and gauge the user impact.

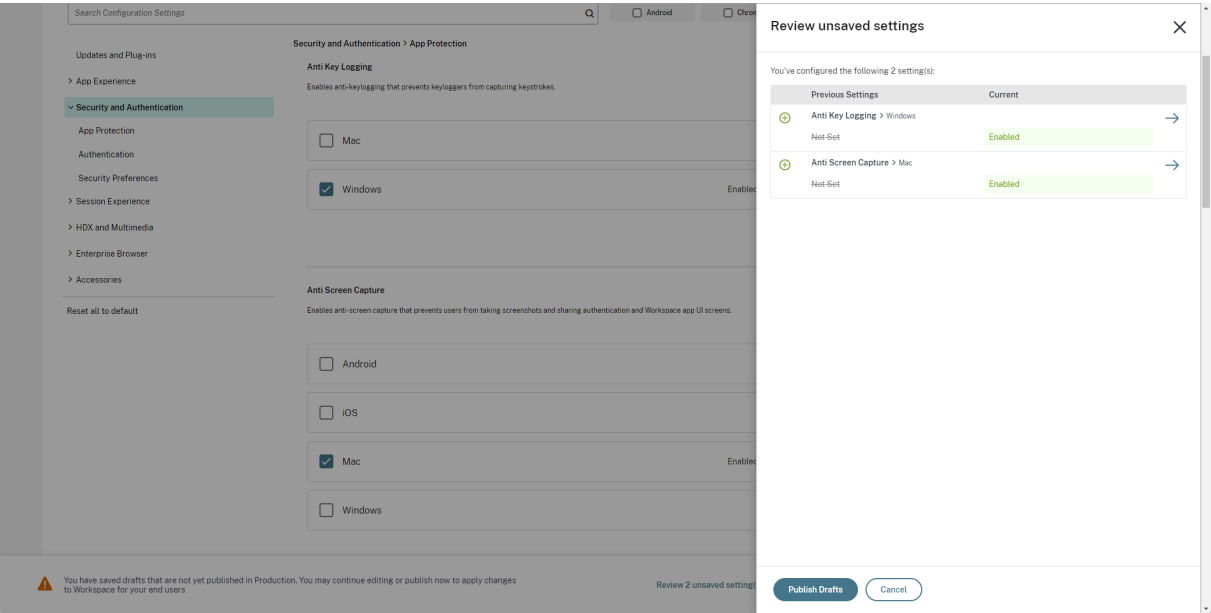


Review unsaved changes

Perform a final review of your unsaved changes before publishing the configuration. The number of unsaved settings is displayed on the UI and you can access this list by clicking the **Review unsaved setting(s)** option. It enables you to make informed changes and maintain data accuracy.



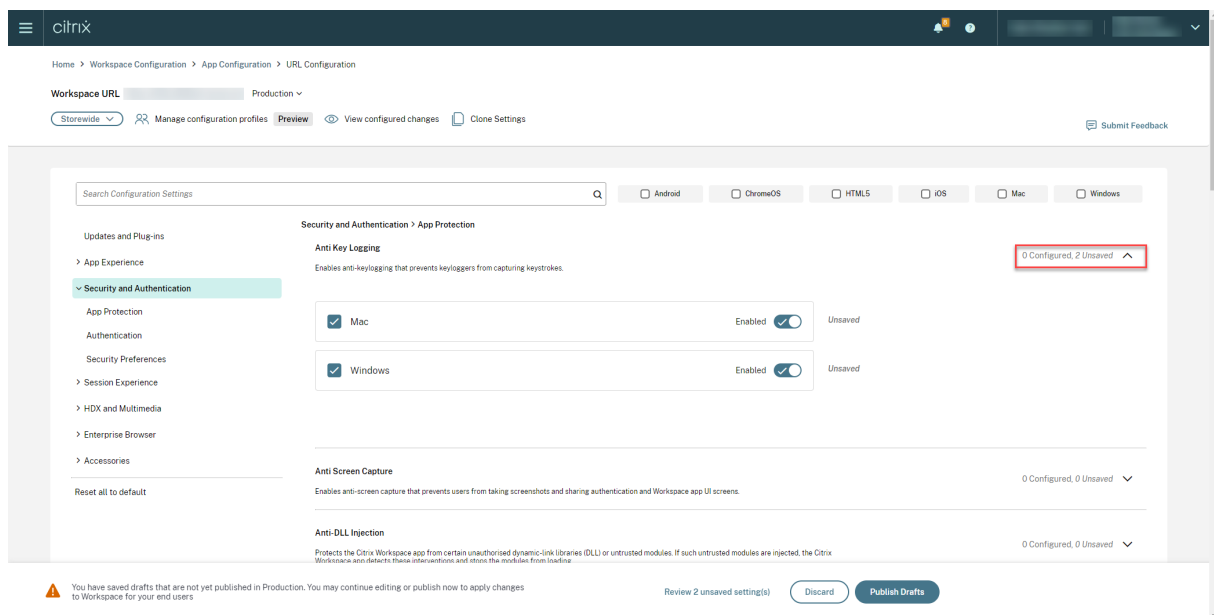
You can also navigate to an unsaved setting by clicking the arrow.



Enhanced user interface

View the status of each setting without expanding it. The following tags are now displayed to facilitate informed decision making at every step.

- **Configured:** Displays the number of platforms (client OS) for which the setting has already been configured.
- **Unsaved:** Displays the number of settings that are configured but not yet saved



Enhanced search option

The search experience has been enhanced to provide a robust and seamless experience. Admins can now sign in to the cloud portal and locate the required settings on the App Configuration page with ease. They can use the following search methods.

- **Search using setting description**

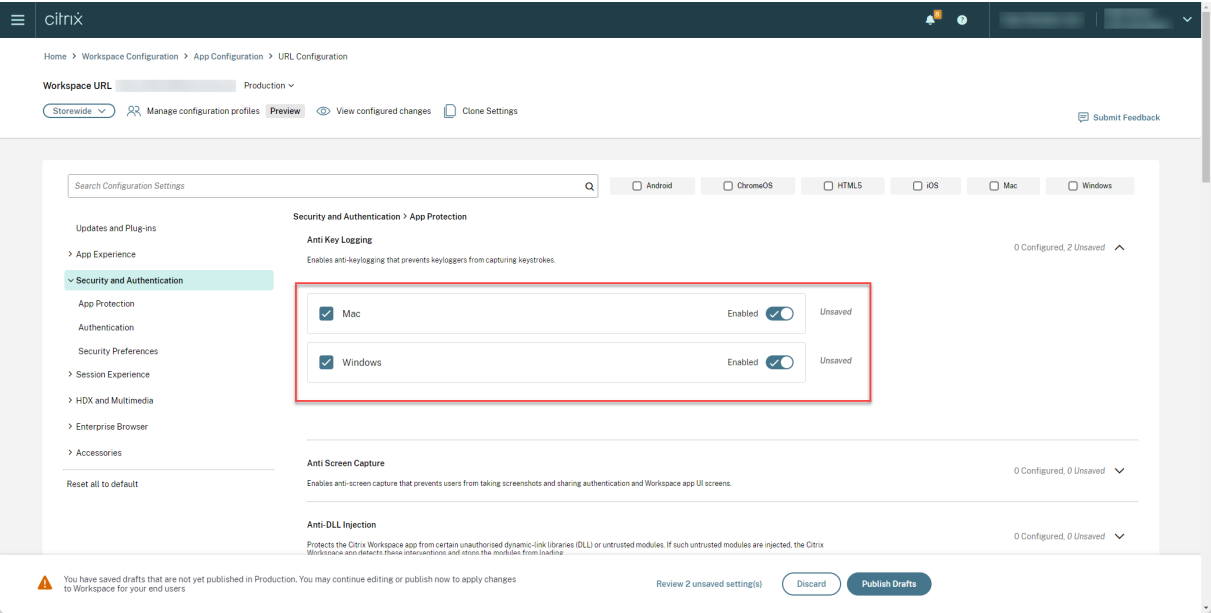
You can locate settings by entering keywords found within the setting's description. It allows for a more flexible search approach, using relevant terms associated with the desired setting.

- **Search using API setting name**

You can search for settings by entering the corresponding API setting name. This method allows for a more precise and targeted search, enabling users to quickly find the specific setting they require.

View applicable platforms for each setting

Each setting now dynamically displays only those platforms to which it’s relevant and applicable. This approach ensures that users are presented with a concise and tailored list of options.



Frequency of fetching updated settings

Once the configuration is published, it might take a few hours for the settings to be updated on the client side.

- In the same session, settings are updated as follows.

Platform	Maximum time required to update settings
Citrix Workspace app for Windows	up to 6 hours
Citrix Workspace app for macOS	up to 6 hours
Citrix Workspace app for Linux	up to 6 hours
Citrix Workspace app for HTML5	up to 3 hours
Citrix Workspace app for ChromeOS	up to 3 hours
Citrix Workspace app for iOS	up to 6 hours
Citrix Workspace app for Android	up to 6 hours

- For Windows and macOS, settings can be updated immediately if the end users exit and restart their Citrix Workspace app.

- When an end user adds a store to their Citrix Workspace app, the settings for that store are updated automatically.

Order of precedence for application of settings

In addition to the Global App Configuration service, there are platform specific tools, such as GPO for Windows, that can be used to configure end-user settings.

In the event of a conflict between settings configured through the Global App Configuration service and other platform tools, the settings are applied in the following order.

Platform	Store type	Order of precedence
Citrix Workspace app for Windows	StoreFront and Cloud	Group Policy Object (GPO) or MDM > Global App Configuration service
Citrix Workspace app for Mac	StoreFront and Cloud	MDM > Global App Configuration service > UserDefaults
Citrix Workspace app for Linux	Cloud	MDM > Global App Configuration service
Citrix Workspace app for HTML5	StoreFront	Global App Configuration service > Configuration.js
	Cloud	Global App Configuration service
Citrix Workspace app for ChromeOS	StoreFront	Google Admin Policy > Global App Configuration service > Configuration.js
	Cloud	Google Admin Policy > Global App Configuration service
Citrix Workspace app for iOS	StoreFront and Cloud	Global App Configuration service
Citrix Workspace app for Android	StoreFront and Cloud	Global App Configuration service

Limitations

Only the first Global App Configuration service-enabled store can fetch the setting.

Additional Resources

- [Technical Brief on Global App Configuration service](#)
- [FAQs: Global App Configuration service settings and behaviors](#)
- [Webinar recording: How to use Global App Configuration service](#)
- [Citrix Features Explained: Global App Configuration Service](#)

What's new in Global App Configuration service

September 16, 2025

The following sections list the new features in current and earlier releases for the Global App Configuration service.

Aug 06, 2025

GACS supports hybrid launch

Starting with version 2503, Citrix Workspace™ app for Windows and Mac enables its management via Global App Configuration service (GACS) for hybrid launch.

In a hybrid launch scenario, a user accesses their Citrix resources through a web browser. Upon selecting an app or desktop within the browser interface, the Citrix StoreFront™ server generates an ICA file containing specific instructions for opening that resource. The native Citrix Workspace app reads the ICA file's contents and initiates the connection to the remote application or desktop. With support for hybrid launch, GACS now allows you to provide a consistent experience for your users, regardless of whether they access the store through the native app or a browser.

To learn more about the feature, see [Manage settings for hybrid launch](#).

July 08, 2025

Configure settings for custom domain

The Global App Configuration service (GACS) allows you to assign settings to both *custom domains* and the *cloud.com domain*. Administrators can configure a custom domain for their default Workspace URL, and the settings applied to that Workspace URL extends to the linked custom domain.

For more information, see [Configure settings for custom domain](#).

May 09, 2025

ControlUp's RemoteDX Plug-in Management

ControlUp's RemoteDX is a monitoring and troubleshooting solution designed to improve the end-user experience for remote workers. The key features include Endpoint Monitoring, Network Insights, Session Visibility, and Proactive Alerts. With Global App Configuration service, you can manage the ControlUp's RemoteDX Plug-in manager.

For more information, see [ControlUp's RemoteDX Plug-in Management](#).

Apr 03, 2025

GACS supports hybrid launch (Technical Preview)

Starting with version 2503, Citrix Workspace app for Windows and Mac enables its management via Global App Configuration service (GACS) for hybrid launch.

In a hybrid launch scenario, a user accesses their Citrix resources through a web browser. Upon selecting an app or desktop within the browser interface, the Citrix StoreFront server generates an ICA® file containing specific instructions for opening that resource. The native Citrix Workspace app reads the ICA file's contents and initiates the connection to the remote application or desktop. With support for hybrid launch, GACS now allows you to provide a consistent experience for your users, regardless of whether they access the store through the native app or a browser.

To learn more about the feature, see [Manage settings for hybrid launch](#).

Dec 20, 2024

Configuration profile feature is available for on-premises store users

The configuration profiles feature in Global App Configuration service allows the administrators to configure settings for user groups. This feature is now available for on-premises stores as well. For more information on compatible Citrix Workspace app versions that support this feature, see [Verify Citrix Workspace app version](#).

For more information, see [Manage settings for user group using configuration profiles](#).

Dec 12, 2024

Define timeframe for automatic update

Administrators can now schedule automatic updates for Citrix products at any preferred time on their Mac devices. During this specified time, software updates automatically or users receive notifications on available updates.

For more information, see [Automatic update timeframe](#).

Manage automatic update version and rollout period for Citrix Workspace app

Administrators can schedule convenient date ranges during which an automatic update of Citrix Workspace app should roll out to their end users. This capability allows them to determine the rollout dates, minimizing disruption to end users and improving the user experience.

For more information, see [Citrix Workspace app version](#).

Automatic update management settings supports configuration profiles

The automatic update management settings such as **Automatic update timeframe** and **Citrix Workspace app version** are applicable for different user groups through configuration profiles.

For more information, see [Automatic update management settings supports configuration profiles](#).

Oct 09, 2024

Configuration profile feature is available on Linux and Android for cloud store users

The configuration profiles feature in Global App Configuration service allows the administrators to configure settings for user groups. Starting with the release of Citrix Workspace app version 2408 for Linux and version 24.9.0 for Android, this feature is available on Linux and Android for cloud store users.

For more information, see [Release note: Citrix Workspace app for Linux](#) and [Release note: Citrix Workspace app for Android](#)

Learn more about the feature in [Manage settings for user group using configuration profile](#).

Sep 24, 2024

Configuration profile feature is available on iOS for cloud store users

The configuration profiles feature in Global App Configuration service allows the administrators to configure settings for user groups. Starting with the release of Citrix Workspace app version 24.9.0 for iOS, this feature is available on iOS for cloud store users.

For more information, see [Release note: Citrix Workspace app for iOS](#)

Learn more about the feature in [Manage settings for user group using configuration profile](#).

Jul 02, 2024

Plug-in Manager is available for Microsoft Teams

Starting with Citrix Workspace app for Windows version 2405, administrators can now optimize the audio and video for calls and meetings using the Microsoft Teams VDI plug-in manager. This enhancement provides improved performance and user experience during virtual meetings. The installation and configuration of the Microsoft Teams VDI plug-in manager can be managed through the Global App Configuration service. This Plug-in Manager, in turn, installs and manages the Microsoft Teams Optimization plug-in (VDI 2.0 or Slimcore engine) on the end-user's device.

For more information, see [Microsoft Teams VDI Plug-in Management](#).

Jun 04, 2024

Clone settings across stores, channels, and configuration profiles

Administrators can now clone settings across stores, channels, and configuration profiles through Global App Configuration service using a new feature called **Clone Settings**. This feature allows you to duplicate existing settings instead of going through the entire configuration process again. Consequently, it saves a lot of time and effort, resulting in better productivity and streamlined workflows.

For more information on configuring this feature, see [Clone settings across stores, channels, and configuration profiles](#).

May 29, 2024

Applying GACS settings on first-time use of Citrix Workspace app for HTML5

Starting with Citrix Workspace app for HTML5 version 2404.1 and later, Global App Configuration service (GACS) settings are applied when end users start a Workspace session for the first time. End users

might also be prompted to restart their session to ensure compliance.

For more information, see [Citrix Workspace app for HTML5 product documentation](#).

May 07, 2024

Manage settings for user groups using configuration profile (Preview)

With the release of Citrix Workspace app version 2402 for Mac and Windows, you now can manage settings for user groups using **Configuration profile** in Global App Configuration service (GACS). A configuration profile is used to identify a collection of user groups. It allows you to manage settings for user groups rather than applying them to all users accessing the store. To do so, you can create a configuration profile and add the desired user groups to it. You can then choose the configuration profile, assign settings, and publish them to apply specific experiences to different user groups..

For more information on configuring settings for configuration profile , see [Manage settings for user group using configuration profile](#).

Note:

This feature is currently applicable for cloud stores on the Windows and Mac platforms. The support for other platforms will soon be available.

Apr 11, 2024

Improvements in Global App Configuration service

With the release of Citrix Workspace app version 2402 for Windows and Mac, we have enhanced Global App Configuration service (GACS) in the following areas:

Settings are secured with user authentication GACS now serves settings in two stages. Citrix Workspace app initially fetches certain settings that need to be applied before user authentication, and the rest of the settings are applied after the successful authentication.

This capability paves the way for an upcoming GACS feature that gives you the ability to configure settings for a user based on the user group to which that user belongs.

Note:

The authenticated GACS is currently available only for Workspace stores. The support for Store-Front stores will soon be available.

Discovery improvements Citrix Workspace app now has the improved ability to discover and configure settings for various user inputs. Users can now start using the app with either an email address, domain name or store URL. Based on the user input, GACS discovers the associated store URLs and adds all of them.

Previously, when you map multiple store URLs to a domain and configure GACS settings for more than one of the store URLs, users were unable to add any store to Citrix Workspace app because it discovers multiple stores. However, starting with the 2402 release, this limitation is removed.

Note:

Starting with Citrix workspace app for Windows 2402 and Mac 2402, you can add more than one GACS-enabled store. The store that you add first takes the precedence in assigning value to the settings, and subsequent stores inherit the behavior determined by the first store. In the upcoming release, we're introducing a setting for administrators that allows you to manage whether a store can be added to Citrix Workspace app as a single store or as part of multiple stores. In the meantime, if you wish to enable this setting, contact Citrix Support.

Full StoreFront URL support GACS has the added flexibility to configure different settings for StoreFront URLs with a common FQDN. Let's take the examples of the stores <https://mywork.acme.com/Citrix/StoreFTE> and <https://mywork.acme.com/Citrix/StorePartner>. Previously, you could configure settings only at <https://mywork.acme.com> (FQDN) level, which didn't provide the flexibility to configure different settings for each of the stores: [StoreFTE](#) and [StorePartner](#).

Mar 18, 2024

Additional settings for Citrix Enterprise Browser™

Global App Configuration service (GACS) has new settings to configure Citrix Enterprise Browser that allow you to manage the following actions:

- Autofill suggestions for the addresses
- Autofill suggestions for credit card information
- Launch an external application without prompting the user
- Display the security warnings when potentially dangerous command-line flags are used to launch the browser.
- Manage the default cookie setting
- Manage the default pop-up setting
- Install the extensions, apps, and themes to the browser
- Suppress the warnings for any suspected lookalike domains in the browser

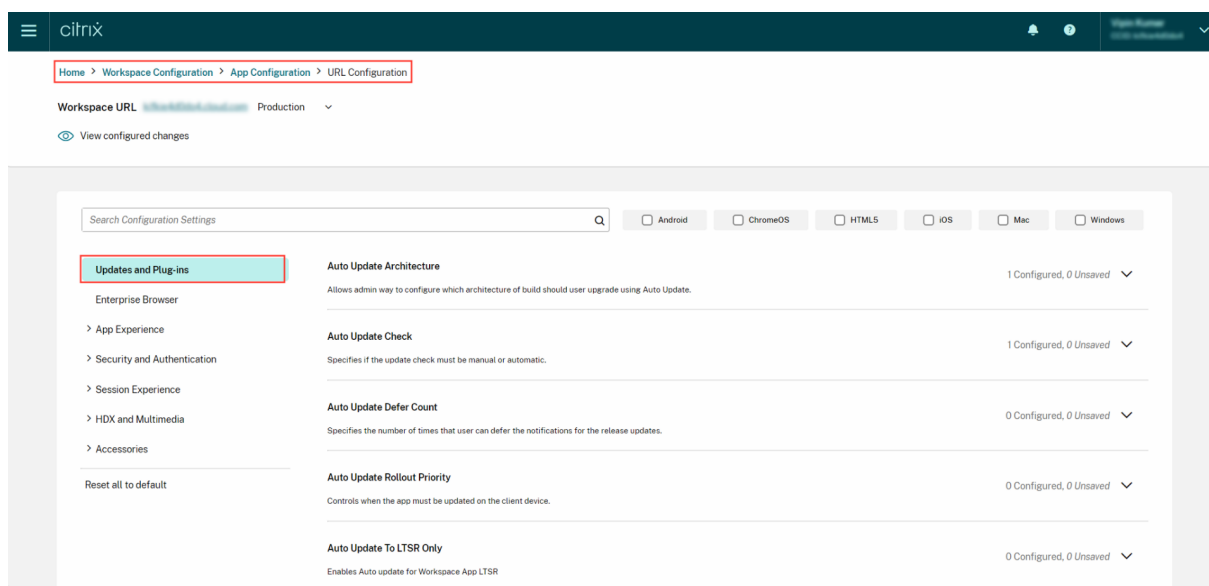
- Allows the websites to check saved payment methods
- Manage the saving of the browser history
- Manage the search suggestion in the browser's address bar
- Export a bookmark
- Create an ephemeral profile when users sign in to the Enterprise Browser

For more information about the settings, see [Manage Citrix Enterprise Browser through Global App Configuration service](#) in the Citrix Enterprise Browser product documentation.

Jan 18, 2024

Manage plug-ins using Global App Configuration service

The Global App Configuration service provides a centralized platform that helps you configure installation and update settings for plug-ins. You can distribute plug-in settings across both managed and unmanaged devices. To configure plug-in settings, navigate to the **Updates and Plug-ins** category under **Workspace Configuration > App Configuration** on the cloud portal. For more information, see [Plug-in management](#).



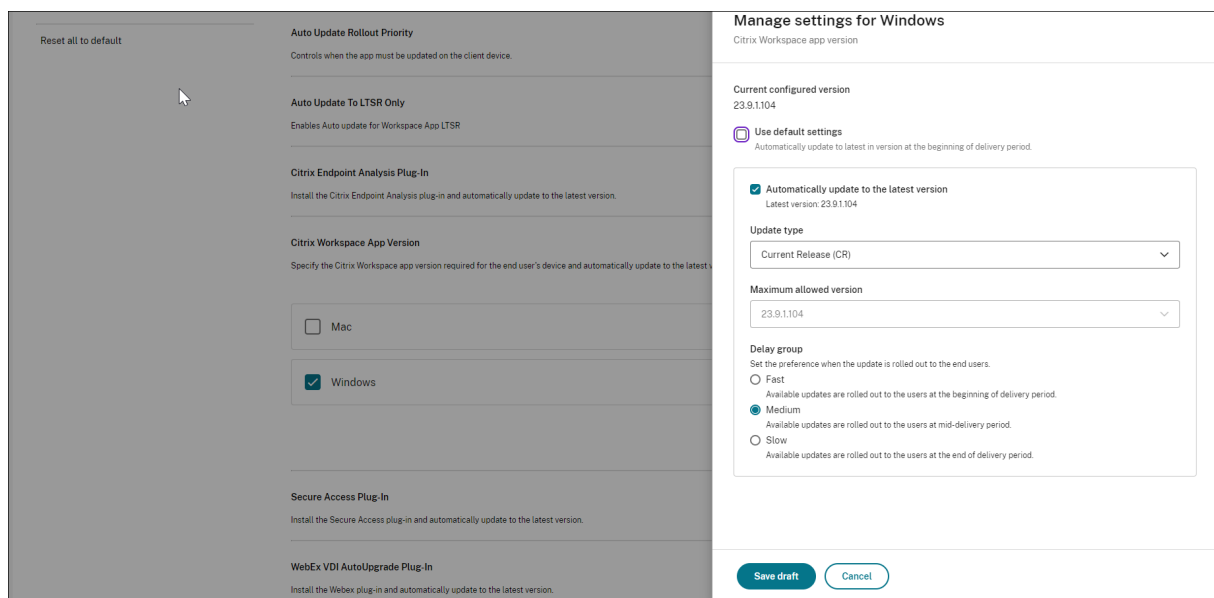
You can configure the following plug-ins:

- [Citrix Endpoint Analysis Plug-in](#)
- [Citrix Secure Access Agent](#)
- [Webex VDI AutoUpgrade Plug-in](#)
- [Zoom VDI Plug-in Management](#)

Nov 21, 2023**Manage Citrix Workspace app version**

As an admin, you can now manage auto-update or version settings for Citrix Workspace app from a centralized platform. You can customize your settings for both **CR** (Current Release) and **LTSR** (Long Term Service Release) versions. You can set up a rule that updates your end users automatically to the latest version, whenever a new version is available. If you do not want to update to the latest version, you can also specify a preferred version that the end users must update to for optimal results.

The **Citrix Workspace App Version** setting can be customized for Windows and Mac platforms from the **Updates and Plug-Ins** section. For more information, see [Manage Citrix Workspace app versions](#).

**Oct 30, 2023****Configure settings for on-premises stores**

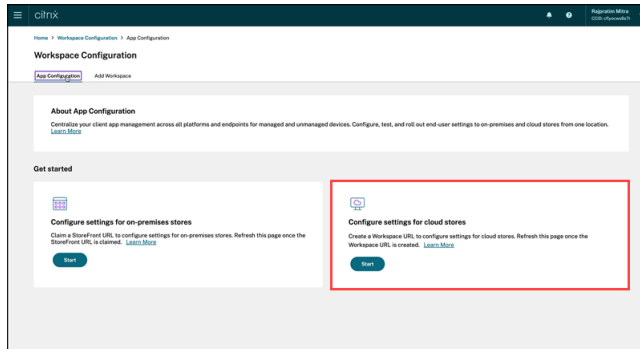
You can now use the Global App Configuration service UI to configure settings for on-premises stores. Sign in to your Citrix Cloud™ account and navigate to **Workspace Configuration > App Configuration** to get started.

Note:

If you don't have a Citrix Cloud account yet, go to the [Citrix Onboarding](#) page to create one.

Before proceeding, verify that you've established a claim to your StoreFront URL. If you've claimed your StoreFront URL, see the [Configure settings](#) section for more information.

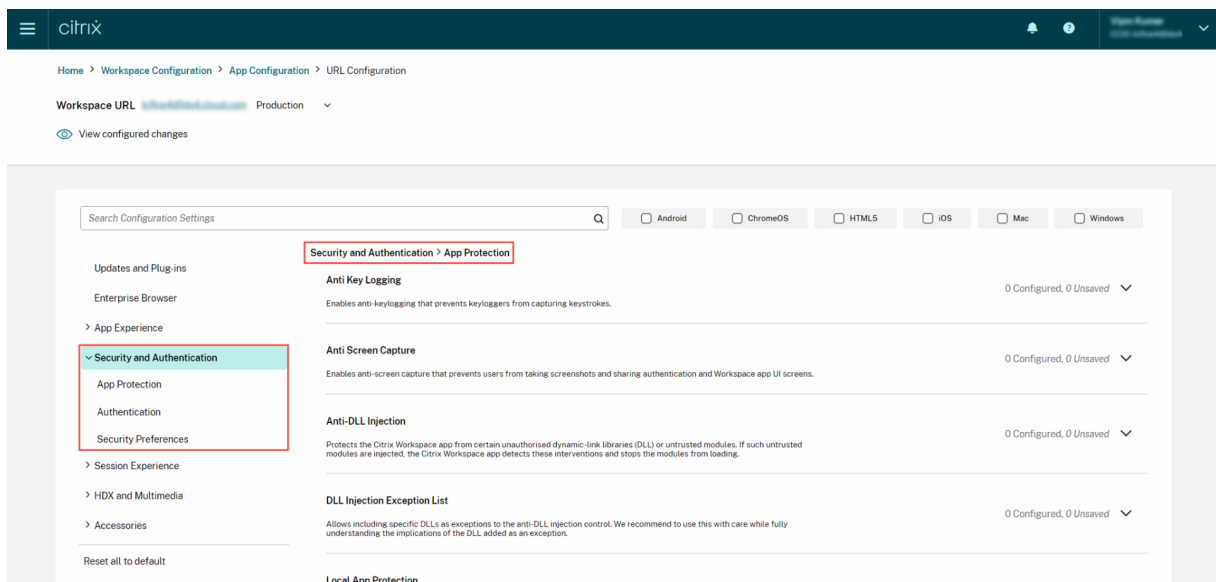
If you haven't claimed your StoreFront URL yet, you can claim it. For that, click **Claim URL** under the **App Configuration** section to claim your URL. For more information, see [Get started with configuration](#).



Sep 28, 2023

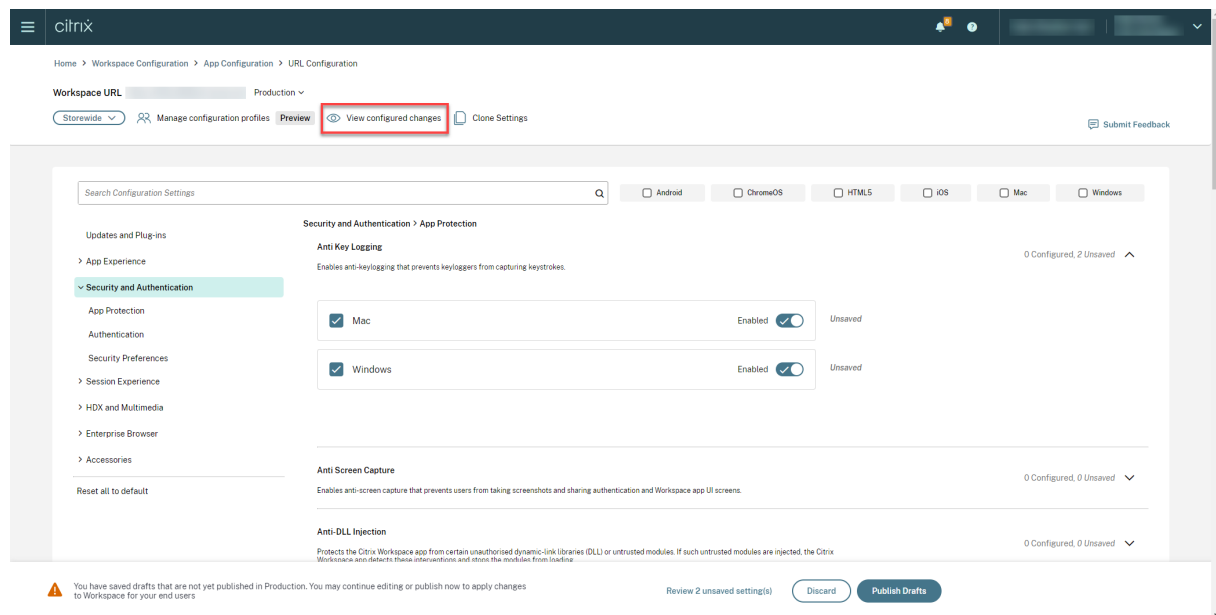
Simplified settings categorization for easy navigation

The Global App Configuration service UI has been enhanced to deliver a user-friendly categorization of settings. The settings have been categorized based on end-user workflows and topics, comprising seven primary folders and multiple subfolders. This clutter-free organization makes it easier for admins to navigate among 300+ settings.

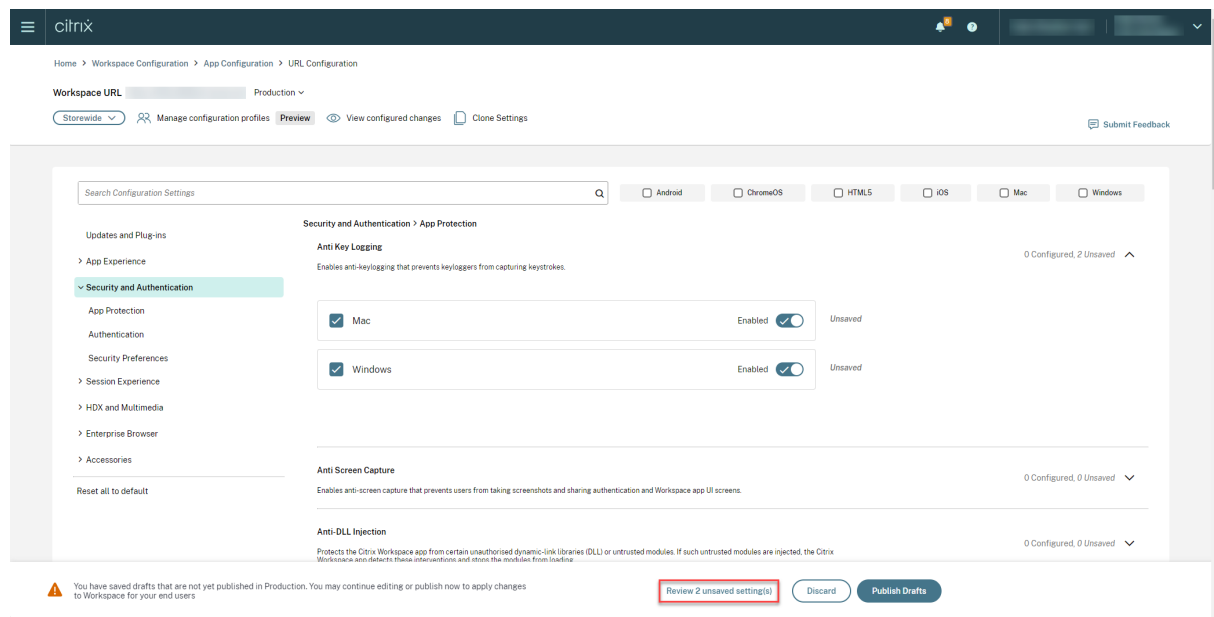


Jul 28, 2023**View summary of configured settings**

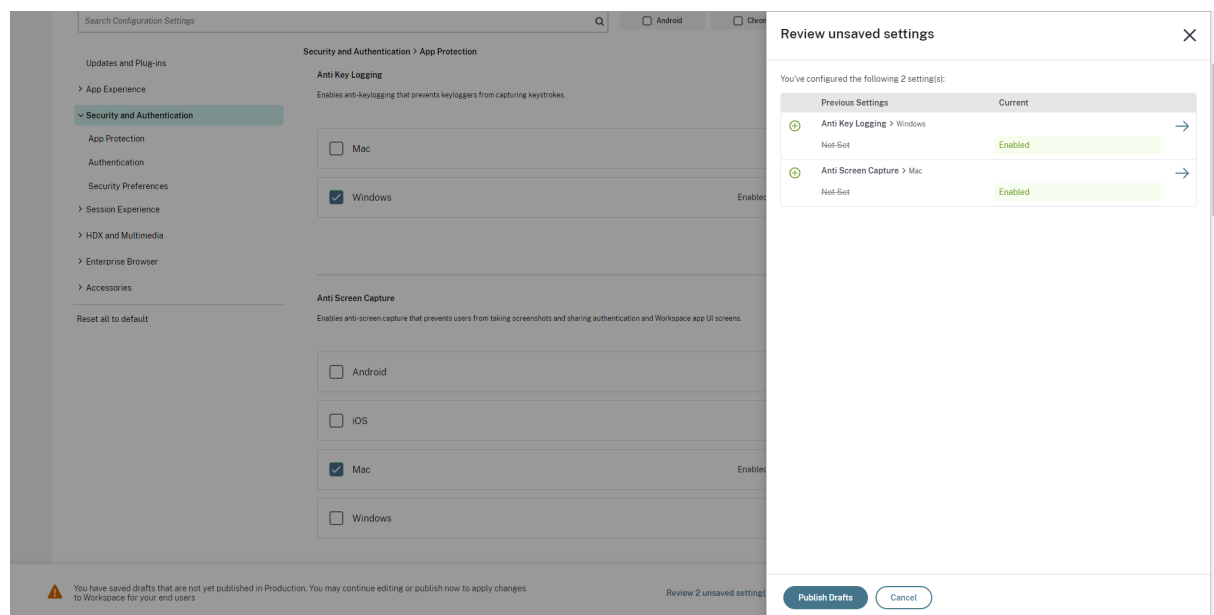
Admins can now view a summary of the current configuration by clicking the **View configured settings** button. This eliminates the need to expand and review each setting separately. A consolidated list of all the configured settings allows admins to perform a comprehensive review of the current configuration and gauge the user impact.

**Jun 07, 2023****Review unsaved changes**

With this enhancement, admins can perform a final review of their unsaved changes before publishing the configuration. The number of unsaved settings is displayed on the UI and admins can access this list by clicking the **Review unsaved setting(s)** option. This enables admins to make informed changes and maintain data accuracy.



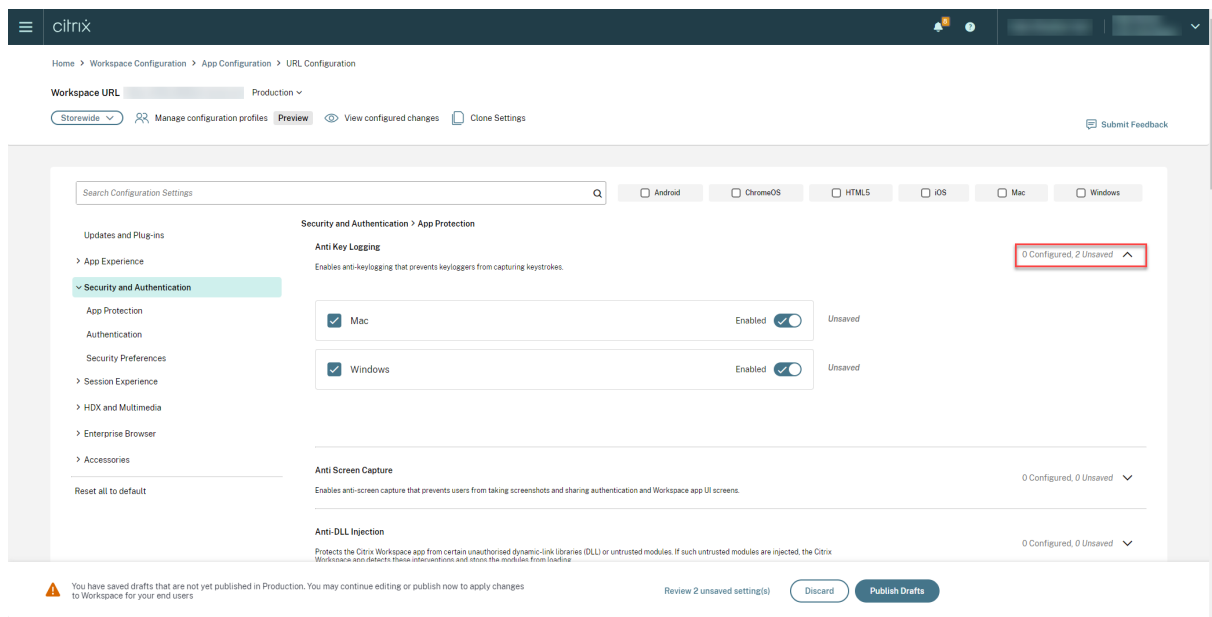
Admins can also navigate to an unsaved setting by clicking the arrow.



Enhanced user interface

Admins can now view the status of each setting without expanding it. The following tags are now displayed to facilitate informed decision making at every step.

- **Configured:** Displays the number of platforms (client OS) for which the setting has already been configured.
- **Unsaved:** Displays the number of settings that are configured but not yet saved



May 23, 2023

Enhanced search capabilities

With this enhancement, the search experience has been enhanced to provide a robust and seamless experience. Admins can now sign in to the cloud portal and locate the required settings on the App Configuration page with ease. They can use the following search methods.

- **Search using setting description**

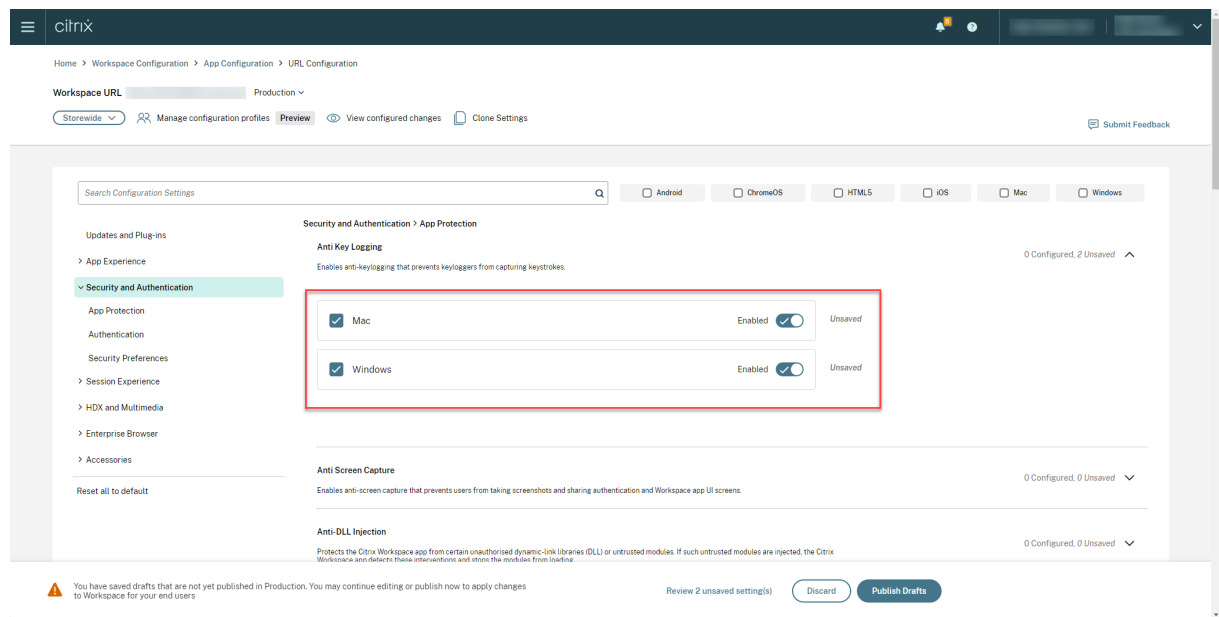
Admins can also locate settings by entering keywords found within the setting's description. This allows for a more flexible search approach, utilizing relevant terms associated with the desired setting.

- **Search using API setting name**

Admins have the option to search for settings by entering the corresponding API setting name. This method allows for a more precise and targeted search, enabling users to quickly find the specific setting they require.

View applicable platforms for each setting

Each setting now dynamically displays only those platforms to which it is relevant and applicable. This intelligent filtering ensures that users are presented with a concise and tailored list of options, eliminating unnecessary clutter and confusion.



Configure settings for cloud stores

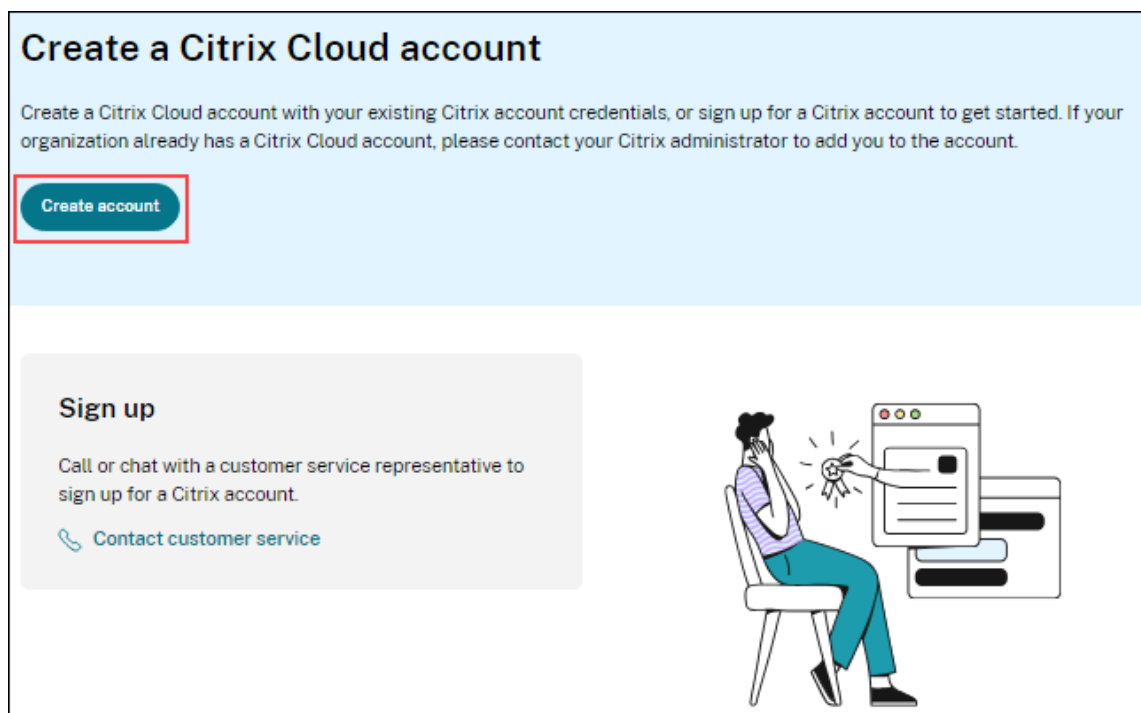
September 6, 2025

Overview

You can configure Citrix Workspace™ app settings for cloud stores using the Global App Configuration service (GACS). It helps admins configure and manage Citrix Workspace app for end users on both managed and unmanaged devices. This service is supported on Windows, Mac, Android, iOS, HTML5, and ChromeOS platforms.

Prerequisites

- The addresses <<https://discovery.cem.cloud.us>>, <<https://gacs-discovery.cloud.com>>, and <<https://gacs-config.cloud.com>> must be contactable. It's required for the functioning of email-based discovery and Global App Configuration service.
- Verify that you have access to a Citrix Cloud account. If not, you can create an account from <https://onboarding.cloud.com/>. For more information, refer to [Sign up for Citrix Cloud](#).



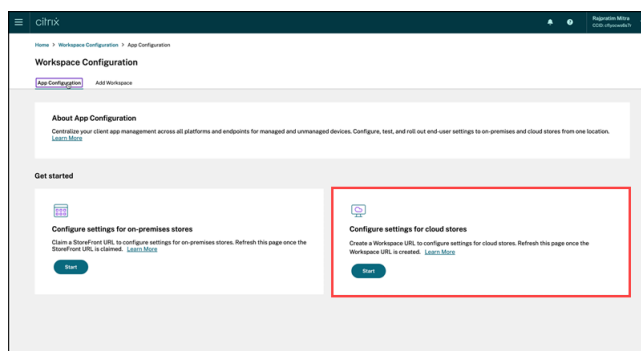
- Verify that you have a Workspace subscription.

Get started with configuration

You can sign in to your Citrix Cloud™ account and configure settings from **Workspace configuration > App configuration**.

Before proceeding, verify if you have the following permissions.

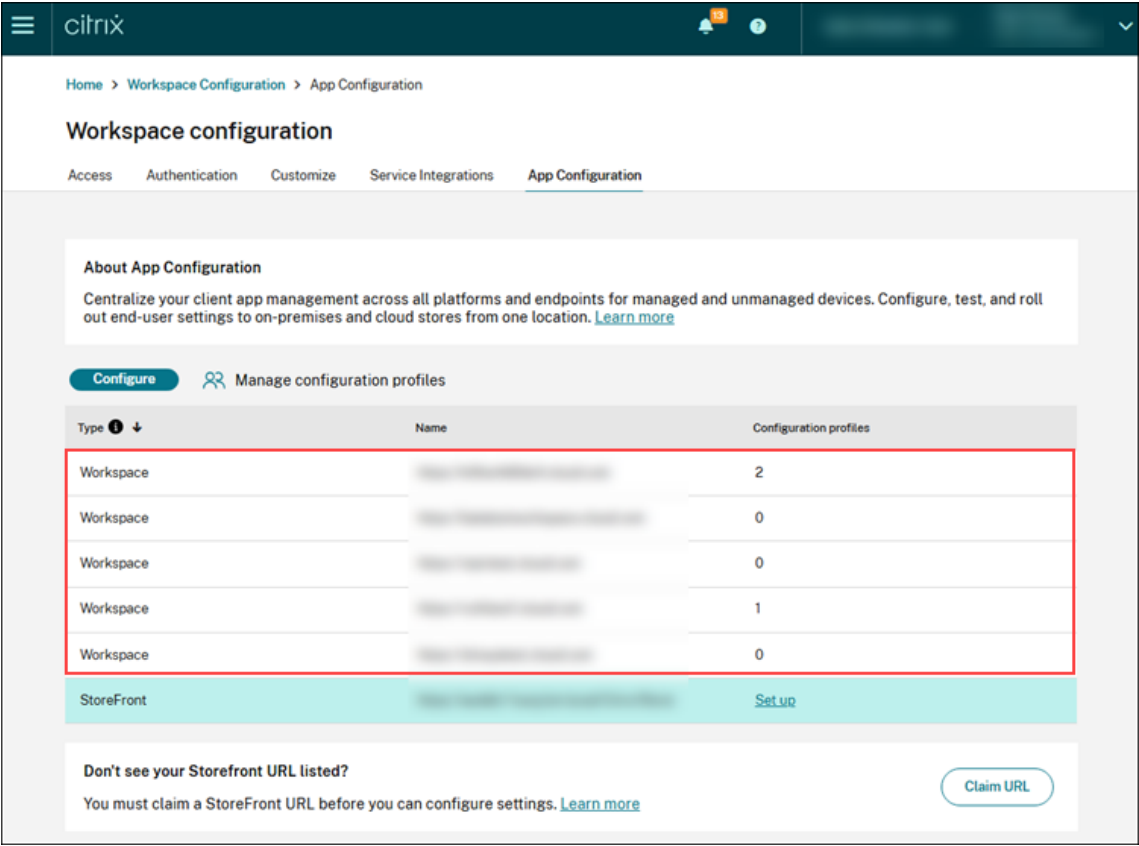
- **Workspace subscription:** The Workspace subscription is required to create a Workspace URL. If you don't have a subscription, you can't add and configure cloud stores. You'll only be presented with an option to configure on-premises stores.
- **Workspace URL:** If you have a Workspace subscription but haven't added your URL yet, you are presented with the following screen.



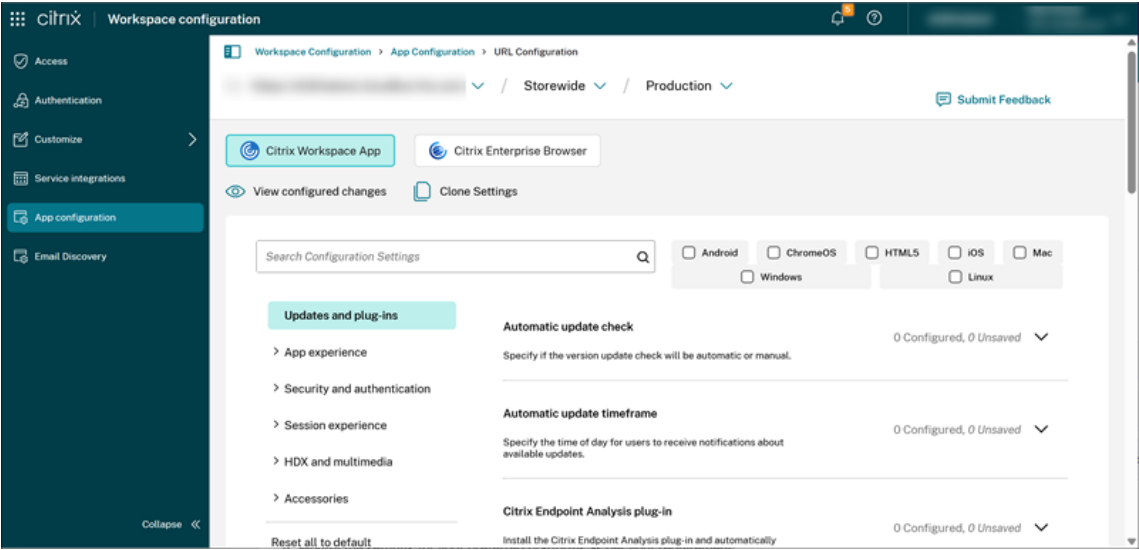
Configure settings

You can configure settings for Citrix Workspace app from the Citrix Cloud portal. If multiple stores have been configured for your organization, you can configure each of the stores separately.

- 1. Sign in to Citrix Cloud.
- 2. Navigate to **Workspace configuration > App configuration**.
- 3. From the list of configured store URLs, select the store for which you want to map settings and then click **Configure**.



- 4. Modify the settings for your preferred platforms as per your requirement.



5. Click **Publish Drafts** to save the settings.

Note:

It might take a few hours for the settings to be updated to the Citrix Workspace app clients. For more information, see [Frequency of fetching updated settings](#).

Manage settings for user group using configuration profiles

This section explains how administrators can use the configuration profile feature in the Global App Configuration service (GACS) to configure settings for user groups who use cloud stores of Citrix Workspace app.

To get started with this feature, administrators need to verify that their Citrix Workspace app version is compatible, as shown in the following table:

Citrix Workspace app platform	Minimum supported version
Windows	2405
Mac	2405.11

Configuration

For instructions on leveraging configuration profile to assign settings to a user group, see [Manage settings for user group using configuration profile](#).

Configure settings for on-premises stores

September 6, 2025

Overview

You can configure the Citrix Workspace™ app settings for on-premises stores using the Global App Configuration service (GACS). It helps you configure and manage Citrix Workspace app for end users on both managed and unmanaged devices. The Global App Configuration service is supported on Windows, Mac, Android, iOS, HTML5, and ChromeOS platforms.

Prerequisites

- The addresses <<https://discovery.cem.cloud.us>>, <<https://gacs-discovery.cloud.com>>, and <<https://gacs-config.cloud.com>> must be contactable. It's required for the functioning of the email-based discovery and Global App Configuration service.
- Verify that you have access to a Citrix Cloud account. If you don't already have an account, you can create one from <https://onboarding.cloud.com/>. For more information, refer to [Sign up for Citrix Cloud](#).
- In an on-premises environment, you must claim a URL before you can configure settings. For more information, see [Claim a URL](#).

Get started with configuration

To configure settings for an on-premises store, sign in to your Citrix Cloud account and navigate to **Workspace configuration > App configuration**. If you have claimed ownership for your StoreFront URL, see the [Configure settings](#) section for more information.

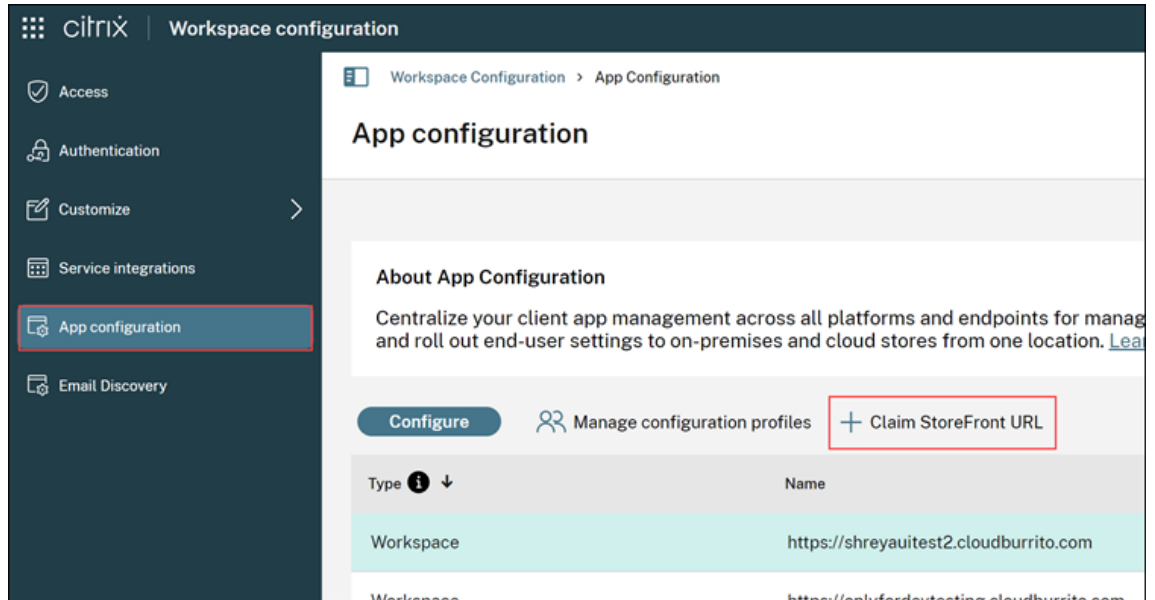
If you haven't claimed your StoreFront™ URL yet, you can claim it. For that, click **Claim StoreFront URL** under the **App configuration** section to claim your URL. For more information, see the [Claim a URL for on-premises stores](#) section.

Claim a URL for on-premises stores

It's mandatory to establish a claim to your URL before you start configuring the settings for it.

To claim a URL:

1. Sign in to Citrix Cloud.
2. Navigate to **Workspace configuration > App configuration**.
3. Click **Claim StoreFront URL**.



4. Select either **Add a NetScaler® Gateway URL** or **Add an internal StoreFront URL** based on your organization setup.
 - If you have a NetScaler Gateway installed in your on-premises setup, you can verify your URL using the following steps:
 - a. Select **Add a NetScaler Gateway URL**.

Claim StoreFront URL ✕

Number of additional URLs you can claim: 3

Select what type of URL you want to claim:

☒ **Add a NetScaler Gateway URL**
Add one StoreFront URL using the NetScaler Gateway installed in your on-premises setup to claim the URL.

☐ **Add an internal StoreFront URL**
You will enter your Customer ID and the URL that you want to claim. We will manually verify URL ownership.

Enter the URL you want to claim:

https://ccc.goldenstate.com

Claim

Cancel

b. Enter the URL in the given text field.

c. Click **Claim**.

The URL is added, and it is in the 'Verification not started' state.

- If you want to claim a URL that is not NetScaler-based, do the following:
 - a. Select **Add an internal StoreFront URL**.
 - b. Enter your Customer ID (CCID) and the URL you want to claim.

Claim StoreFront URL

Number of additional URLs you can claim: 1

Select what type of URL you want to claim:

☐

Add a NetScaler Gateway URL

Add one StoreFront URL using the NetScaler Gateway installed in your on-premises setup to claim the URL.

☒

Add an internal StoreFront URL

You will enter your Customer ID and the URL that you want to claim. We will manually verify URL ownership.

CCID

Enter the URL you want to claim

c. Click **Claim**.

5. To verify the URL, select the URL and click **Verify URL**.

Configure	Manage configuration profiles	+ Claim StoreFront URL	Verify URL	Delete
Type ↓	Name	Configuration profiles		
StoreFront	https://ccc.goldenstate.com	Setup		

6. The **Verify URL** screen contains the steps that guide you to create and configure a responder action and responder policy within your NetScaler.

Verify URL ✕

Before you claim your URL, we must verify that you own it. Follow the steps below to verify and claim the URL.

i Tokens below expiring in 7 days.

- Log on to NetScaler Gateway and configure a responder action using the GUI. Select Respond with as the action type and configure the expression with the following token:

Token

"HTTP/1.0 200 OK" + "\r\n\r\n" + "{urlClaim}:\GwUQ00QhScbuBGZaVL

Copy
- Configure a responder policy for the action. Select the action created in Step 1 Action, select **NOOP** as the Undefined-Result action, and then configure the Expression with the following token:

Token

HTTP.REQ.URL.PATH.EQ("/vpn/CitrixClaims")

Copy
- Bind the responder policy globally.

- Bind your responder policy globally.
- Go to <https://<customergatewayurl>/vpn/CitrixClaims> to verify if your responder policy is configured correctly.
- Navigate back to **Workspace configuration > App configuration**, and locate the URL that you added.
- Select the URL and click **Verify URL**.
- Click **Verify URL** to start the verification process.

Note:

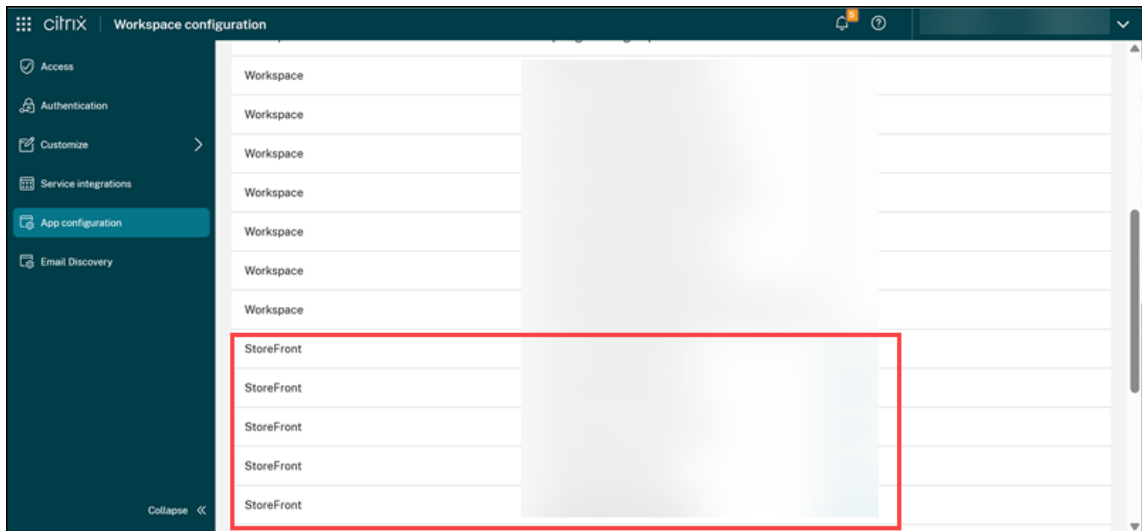
The URL verification process is initiated once you click **Verify URL** and takes approximately 15 minutes to complete.

Configure settings

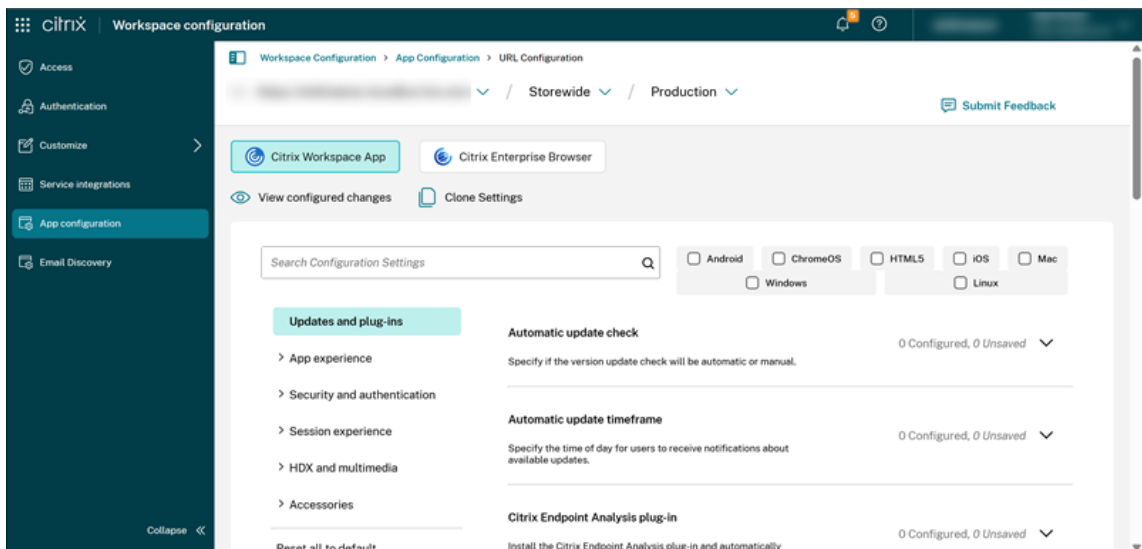
You can configure settings for Citrix Workspace app, once you've claimed the URL. If multiple stores have been configured for your company, you can configure the settings for each of them separately.

- Go to the [Citrix Cloud](#) portal and sign in using your credentials.

2. Navigate to **Workspace configuration > App configuration**.
3. From the list of configured StoreFront URLs, select the one for which you want to map settings, and then click **Configure**.



4. Modify the settings for your preferred platforms as per your requirement.



5. Click **Publish Drafts** to save the settings.

Note:

It might take a few hours for the settings to be updated to the Citrix Workspace app clients. For more information, see [Frequency of fetching updated settings](#).

Manage settings for user group using configuration profiles

This section explains how administrators can use the configuration profile feature in the Global App Configuration service (GACS) to configure settings for user groups who use on-premise stores of Citrix Workspace app.

Prerequisites

To get started with this feature, the administrators need to meet the following prerequisites:

- [Verify Citrix Workspace app version](#)
- [StoreFront server requirement](#)
- [Configure Cloud Connector or Connector Appliance for Active Directory Management](#)
- [Configure registration tool](#)

Verify Citrix Workspace app version Verify your Citrix Workspace app version is equal to or higher than the versions specified in the following table.

Citrix Workspace app platform	Minimum supported version
Windows	2405
Mac	2405.11

StoreFront server requirement The minimum required version of the StoreFront server is 2203.0.3000.14.

Configure Cloud Connector or Connector Appliance for Active Directory Management The Citrix Cloud Connector™ and Connector Appliance are Citrix components that serve as a channel for communication between Citrix Cloud and your resource locations. It enables the use of Active Directory forests and domains within resource locations, thereby allowing administrators to access the AD group information for managing configuration profiles.

To learn more about Citrix Cloud Connector, see [Citrix Cloud Connector](#) in the Citrix Cloud product documentation.

To learn more about Connector Appliance, see [Connector Appliance for Cloud Services](#) in the Citrix Cloud product documentation.

Configure registration tool Administrators need to download and run a registration tool on the StoreFront server. The registration tool installs a certificate that establishes trust between the StoreFront server and GACS. As a result, GACS can collect information about the AD group they belong to for managing configuration profiles.

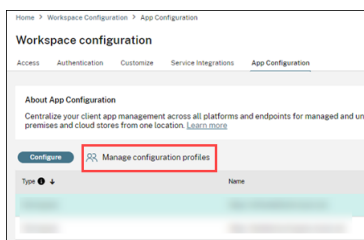
The process involves the following steps:

1. Generate registration tool.
2. Download and run the registration tool.
3. Validate the registration tool.

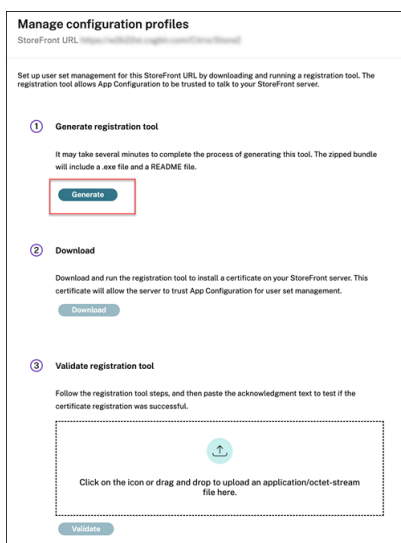
Generate registration tool The registration tool is an executable file that needs to be run on the StoreFront server hosted within the organization. This registers GACS as a trusted service to access AD group information.

To generate the registration tool, do the following:

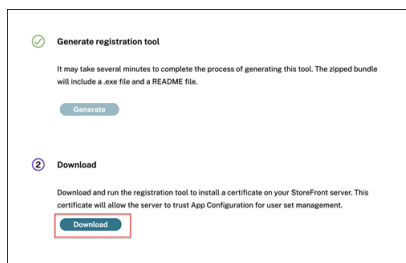
1. Navigate to **Workspace configuration > App configuration**.
2. Select your StoreFront URL, and click **Manage configuration profiles**.



3. On the **Manage configuration profiles** screen, click **Generate** to generate the registration tool.



Download and run the registration tool **Download the registration tool:** When the registration tool is generated, the **Download** option becomes enabled, allowing the administrator to download the tool. When the administrator clicks the **Download** option, the registration tool is downloaded in an executable format.

**Note:**

The registration tool is downloaded as a .zip file bundled with a README file. The README file provides detailed instructions to download and run the registration tool.

Run the executable file: Once the registration tool is downloaded, the administrator can then run the registration tool to install a certificate on the StoreFront server hosted within the organization. This certificate allows the server to trust GACS for the configuration profile management.

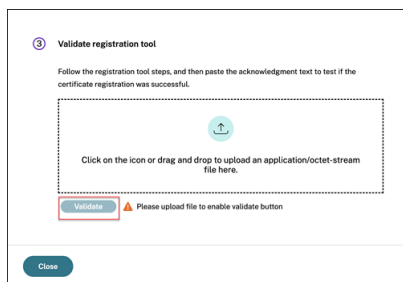
When you run the registration tool, you can decide whether to run the tool on a single store or all stores of the StoreFront server. Once you run the tool, it modifies the web.config file of the StoreFront store's authentication service, which registers GACS as a trusted service.

Note:

The IIS restarts when the `web.config` file is modified due to the successful execution of the registration tool.

Validate registration tool Following the successful execution of the registration tool, a .zip file is downloaded containing an acknowledgment file and a text file. The text file provides the following information extracted from the StoreFront server:

- **Public Certificate:** The public certificate enables GACS to process incoming secondary tokens issued by the StoreFront server in order to provide authenticated, group-based settings to the client endpoint devices running Citrix Workspace app.
- **Configuration Values:** Various configuration values related to the store are extracted to maintain consistency and ensure that the store operates correctly after any changes or recovery steps.



The administrator has to validate whether the certificate registration is successful by following these steps:

1. Upload the acknowledgment file.
2. Click **Validate**.

Once the validation of certificate registration is successful, the **Registration validated** message appears.

1. Click the **Close** button, and you can see the **Manage configuration profiles** screen.

Configuration For instructions on leveraging configuration profile to assign settings to a user group, see [Manage settings for user group using configuration profile](#).

Email based discovery

September 6, 2025

Email based discovery service allows end users to sign in automatically to the store on their Citrix Workspace™ app using their email addresses. Thus, users don't need to enter their store URLs.

Setup email based discovery for cloud stores

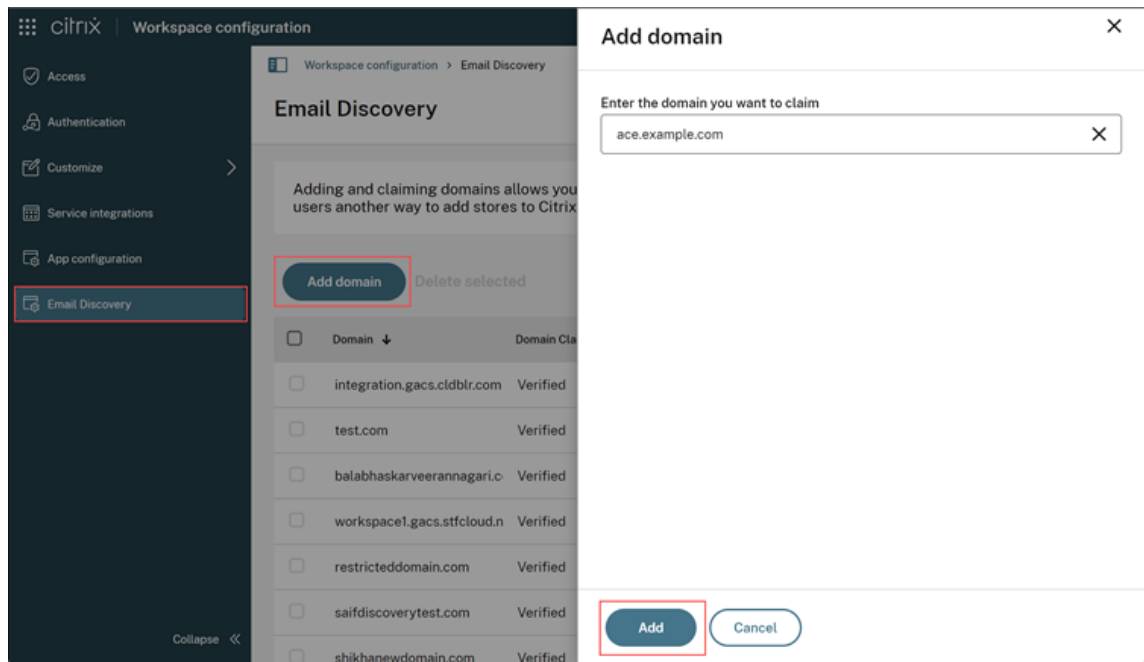
To enable email based discovery for cloud stores, do the following steps:

1. [Claim a domain](#)
2. [Create a domain to URL mapping](#)

Claim a domain

To claim a domain:

1. Sign in to Citrix Cloud.
2. Navigate to **Workspace configuration** > **Email Discovery**.
3. Click **Add Domain**.
4. Enter the domain that you want to claim (For example, `ace.example.com`).

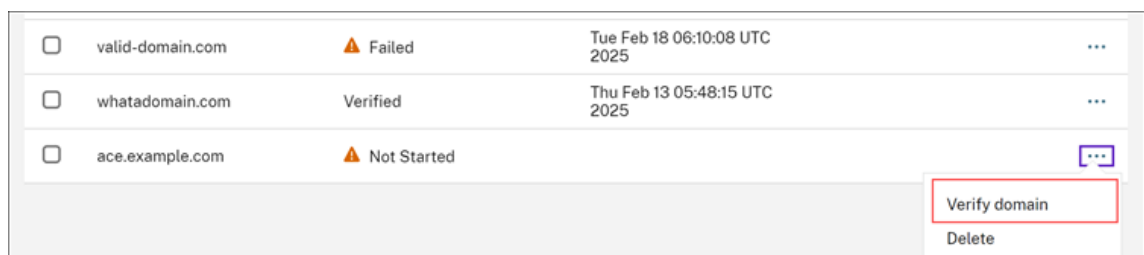


5. Click **Add**.

You can see the domain is added on the **Email Discovery** page.

The domain claim status is shown as **Not Started**. You need to verify the domain as shown in the following steps:

6. Click the ellipsis menu (...), and then select **Verify domain**.



7. Copy the DNS token displayed on the screen, and click **Start Check**.

Verify domain

Before you claim your domain, we must verify that you own it. Follow the steps below to verify and claim the domain.

1. Copy the DNS token that appears below. Click Copy to copy it.
2. Create a DNS TXT record in the zone file for your domain.
3. Paste the token you copied to the DNS TXT record.
4. Return here to start DNS check.

Token expiring in 7 days

DNS Token: Copy

Start Check

Close

The status of your domain changes to **Pending**.

Once the verification is completed, the status of your domain changes from **Pending** to **Verified**.

Note:

You can claim a maximum of 10 domains. If you want to claim more than 10 domains, contact [Citrix Support](#) and provide your Customer ID.

Create a domain to URL mapping

Once the domain is verified, you can map URLs as shown in the following steps:

1. Navigate to **Workspace configuration > Email Discovery**.
2. Go to the domain that you have added and click the mapped store URL.

Add domainDelete selected

10 of 10 domains added

<input type="checkbox"/> Domain ↓	Domain Claim Status	Last Verification Attempt	Mapped Store URL
<input type="checkbox"/> integration.ga	Verified	Fri Jan 24 13:10:48 UTC 2025	1...

3. Select the claimed URLs from the dropdown menu.

Map with store URLs

Select from verified URLs

Select a URL

[Enter a URL manually](#)

Mapped URLs 0 selected | Delete selected

☐ URL ↓

☐ https://awddc1-1usoj.bvt.local:443/Citrix/Store

☐ https://e2etestingdonotmodify.cloudburrito.com:443

4. Click **Save**.

Alternatively, you can map a URL manually using the **Enter a URL manually** option. For that:

1. Click the **Enter a URL manually** option.

Map with store URLs

Select from verified URLs

Select a URL

[Enter a URL manually](#)

Mapped URLs 0 selected | Delete selected

☐ URL ↓

☐ https://awddc1-1usoj.bvt.local:443/Citrix/Store

☐ https://e2etestingdonotmodify.cloudburrito.com:443

2. Enter the store URL that you want to map to this domain.
3. Click **Add**.

Note:

It is mandatory to include port number 443 in the store URL. For example, <https://example.cloud.com:443>.

Setup email-based discovery for on-premises stores

To enable email-based discovery for on-premises stores, you need to perform the following steps:

1. [Claim a domain](#)
2. [Create a domain to URL mapping](#)

Claim a domain

To claim a domain:

1. Go to the [AutoDiscovery service](#).
2. Navigate to **Claims > Domains > Add Domain**.
3. Enter the domain that you want to claim (for example, ace.example.com).
4. Click **Confirm**.
5. Copy the DNS token that appears on the screen to the clipboard.
6. To create a DNS TXT record, go to the service-provider portal and add the DNS token.
7. To start the verification process:
 - a) Navigate to **Claims > Domains**.
 - b) Go to the domain that you added and click the ellipsis menu.
 - c) Select **Verify Domain**.
 - d) Click **Start DNS Check**.

Once the verification is completed, the status of your domain changes from *pending* to *verified*.

Note:

You can claim a maximum of 10 domains. If you want to claim more than 10 domains, contact [Citrix Support](#) and provide your Customer ID and URL.

Create a domain to URL mapping

To create a domain to URL mapping:

1. Navigate to **Claims > Domains**.
2. Go to the domain that you added and click the ellipsis menu.
3. Click **Add Another Server URL**.
4. Enter the store URL that you want to map to this domain and save.

Note:

It is mandatory to include port number 443 in the store URL. For example, <https://storefront.example.com:443>.

Test channel configuration

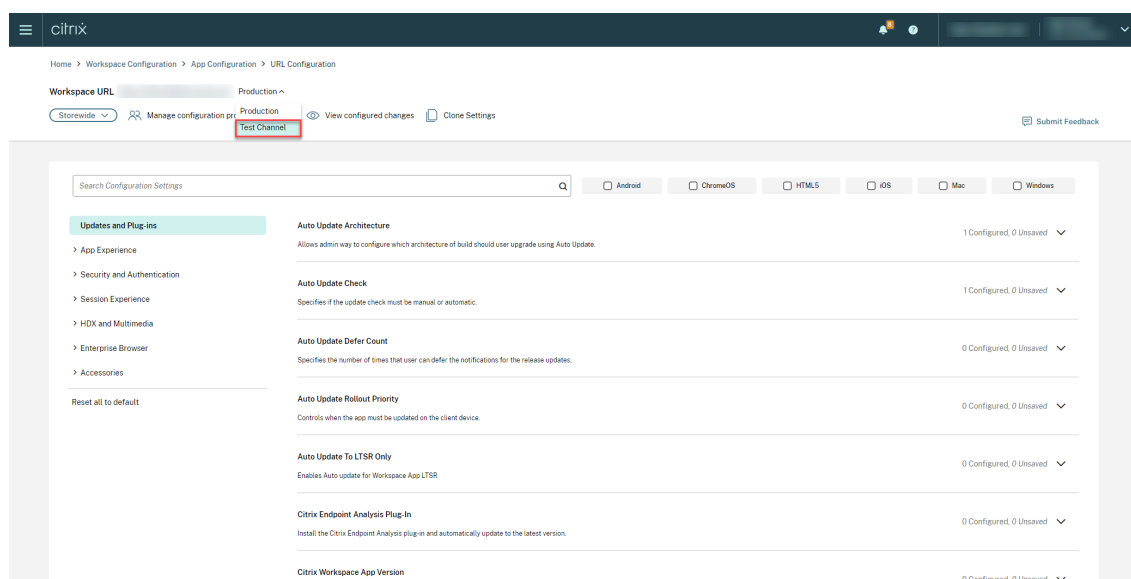
September 6, 2025

You can test your configuration before enabling it for the end users. It helps you detect and resolve any issues that might arise post deployment.

The testing capability significantly reduces the likelihood of disruptions or errors during the deployment process and increases overall user satisfaction.

To test your configuration:

1. Go to the [cloud portal](#) and sign in with your Citrix Cloud credentials.
2. Navigate to **Workspace Configuration > App Configuration**.
3. From the list of configured store URLs, select the store for which you want to map settings and then click **Configure**.
4. Click the drop-down option and select **Test Channel**. It is set to **Production** by default.



5. Modify the settings for your preferred platforms as per your requirement.
6. You can then click **Publish Drafts** to publish your settings in the test channel.

Note:

The Global App Configuration service supports only two channels per store, one production (default) and one test channel.

Configure channel support on end-user devices

Windows

To test the configuration defined by admins on a Windows device, users need to create the following registry.

```

1 Path- HKEY_CURRENT_USER\SOFTWARE\Citrix\Receiver
2 Name- AppConfigChannelName
3 Type- REG_SZ
4 Value- testrolloutchannel1

```

Mac

To test the configuration defined by the admin on a Mac device, users need to perform the following steps.

1. Set the name of the Global App Configuration service test channel using the following command:

```
1 defaults write com.citrix.receiver.nomas GACSCheckName  
testrolloutchannel1
```

2. Restart the Citrix Workspace™ Helper, using the following commands:

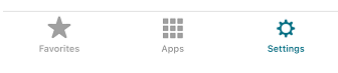
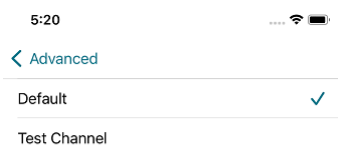
```
1 launchctl unload /Library/LaunchAgents/com.citrix.ReceiverHelper.  
plist  
2  
3 launchctl load /Library/LaunchAgents/com.citrix.ReceiverHelper.  
plist
```

Once the device restarts, the configuration for the test channel is fetched automatically.

ios

To test the configuration defined by the admin on an iOS device, proceed as follows.

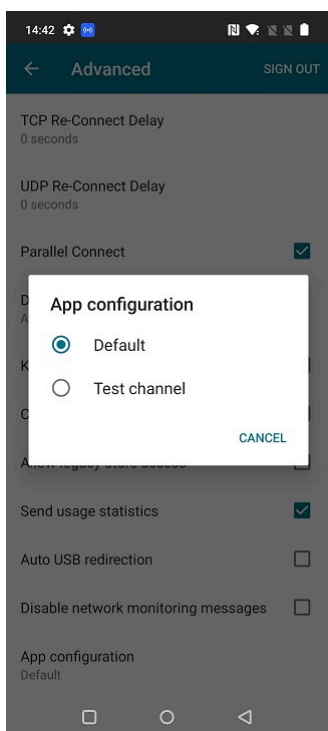
1. Sign in to the Citrix Workspace App.
2. Go to **Settings > Advanced > App configuration**.
3. Select the test channel.
4. You can now test the configuration defined by the admin.



Android

To test the configuration defined by the admin on an Android device, proceed as follows.

1. Sign in to Citrix Workspace app.
2. Go to **Settings > Advanced > App Configuration**.
3. Select the test channel.
4. You can now test the configuration defined by the admin.



Manage Citrix Workspace app versions

September 6, 2025

Overview

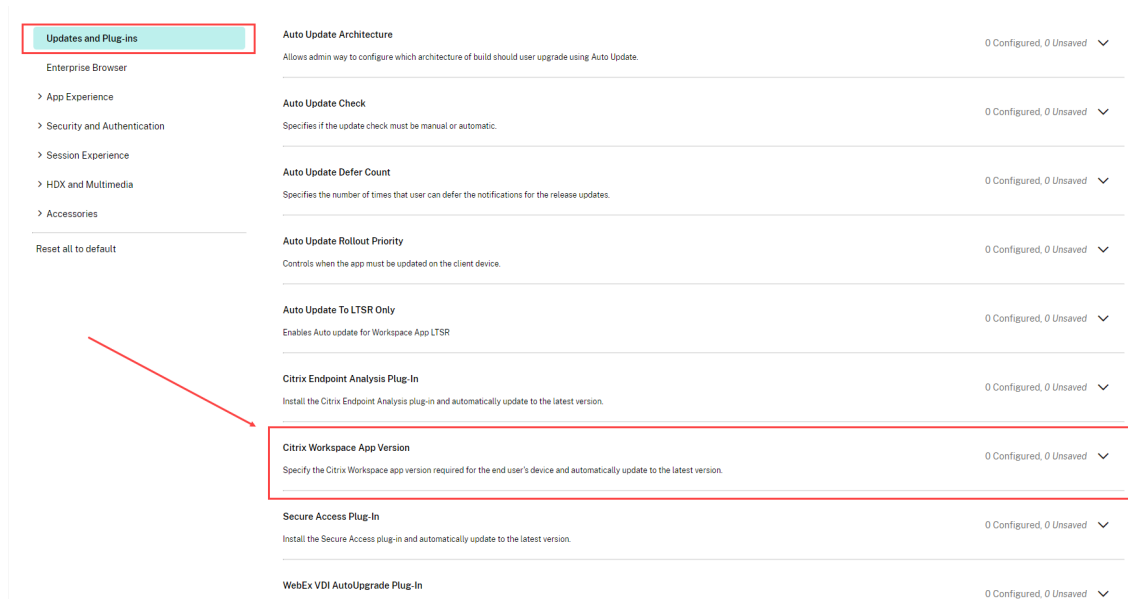
You can use the **Citrix Workspace App Version** setting to specify which Citrix Workspace app version must be used by your end users for optimal results. You can set up a rule that updates the app to the latest CR (Current Release) or LTSR(Long Term Service Release) version. You can also specify if the upgrade must occur automatically or if the end user can update the app manually.

Note

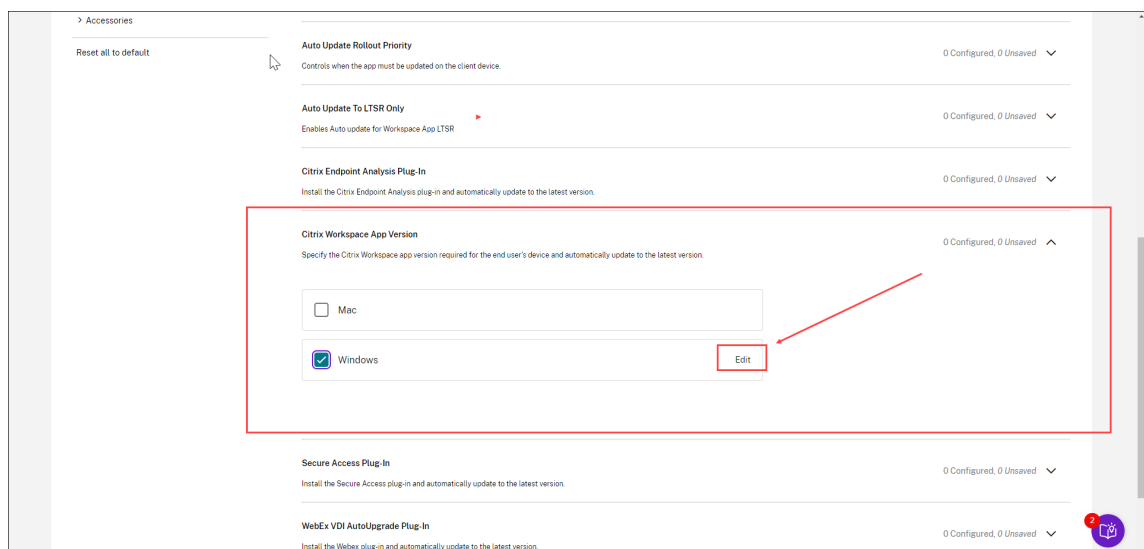
This setting can be configured only for macOS and Windows OS.

To manage the app version settings, sign in to your Citrix Cloud™ console.

1. Navigate to **Workspace Configuration > App Configuration**.
2. Go to the **Updates and Plug-ins** category.
3. Expand the **Citrix Workspace app Version** setting.



4. Select the Windows or Mac checkbox and then click **Edit**.



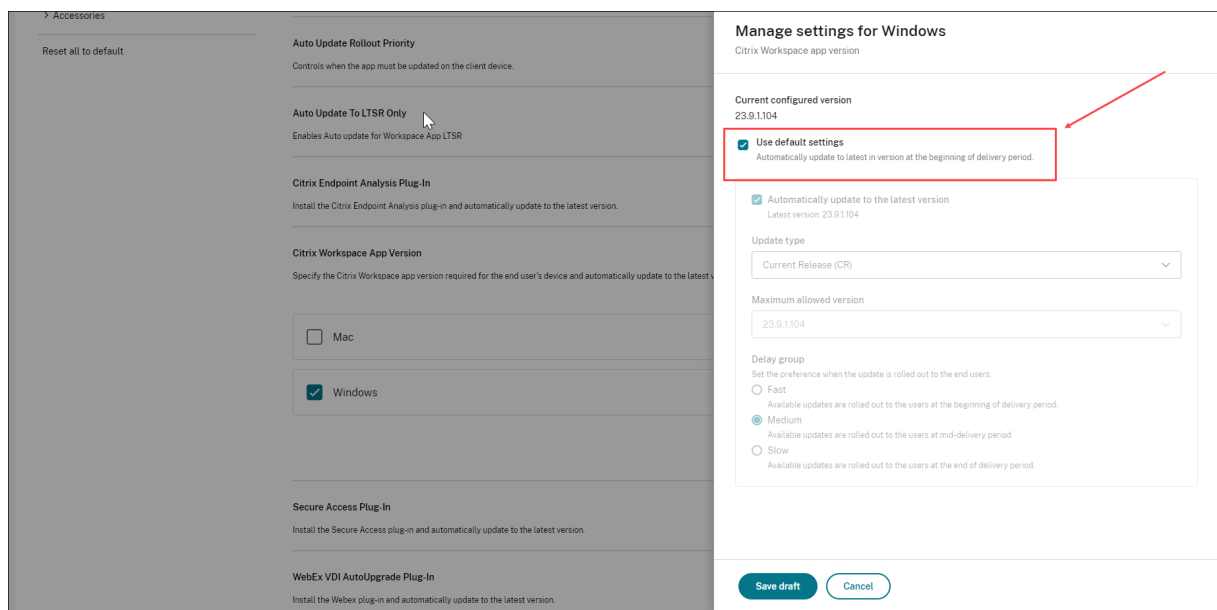
5. You can now customize the settings as explained in the Manage version settings section.
6. Save your settings.

Manage version settings

You can customize the Citrix Workspace app version settings to cover one of the following use cases.

Upgrade your end users automatically to the latest CR version

If you select the **Use default settings** checkbox, your end users are updated to the latest CR version. The upgrade happens automatically at the beginning of the Delivery period, that is, as soon as a new CR version is rolled out. For more information on Delivery period, see Delay Group.

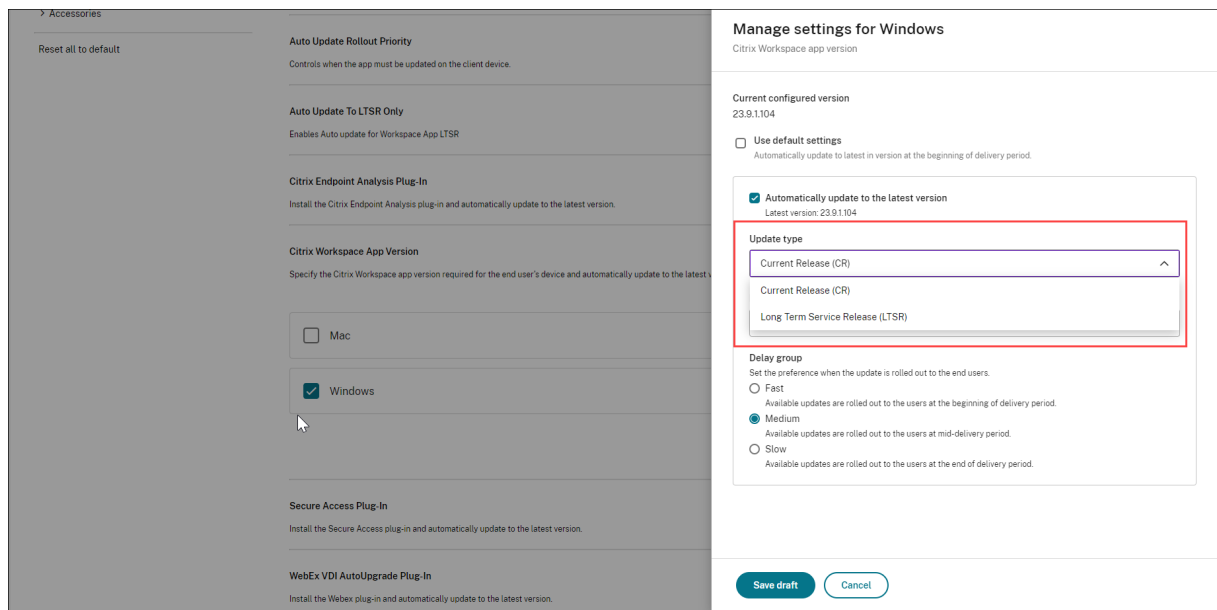


Upgrade your end users automatically to the latest LTSR or CR version

The **Automatically update to the latest version** setting enables you to upgrade your end users to the latest version. However, you must select the delivery period for the upgrade under **Delay group** settings.

To use this option, you must first clear the **Use default settings** checkbox. Only then, you'll be able to select the **Automatically update to the latest version** setting. In the **Update Type** field, select LTSR or CR.

The upgrade occurs as per your Delay group settings. For example, if you have selected **Fast** under Delay group, the app is updated automatically as soon as a new version is rolled out. For more information on delivery period, see Delay group.

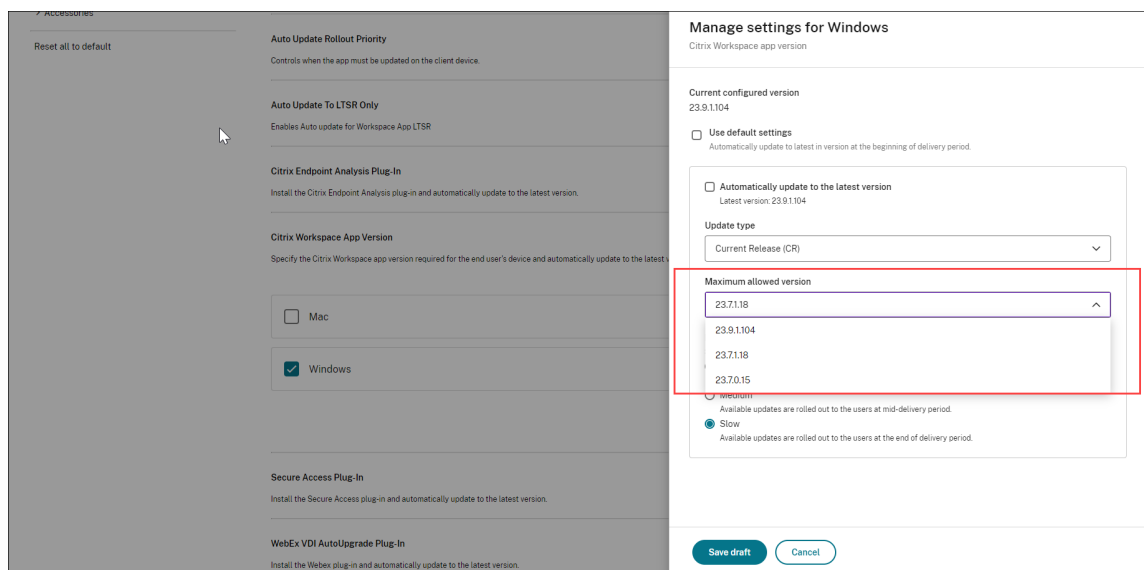


As the app is updated automatically to the latest version, the **Maximum allowed version** field is automatically disabled.

Upgrade your end users to a specified CR or LTSR version

If you want to select a specific version that the end user must update to, proceed as follows.

1. Clear(disable) the **Use default settings** checkbox.
2. Clear(disable) the **Automatically update to the latest version** checkbox.
3. In the **Update type** field, select your preferred release type.
4. In the **Maximum allowed version**, select the version that you want to upgrade your end users to. You can select the appropriate version from a list of 3 previous versions.



5. Under the Delay Group section, select the preferred delivery period. For more information on delivery period, see Delay Group.

Delay Group

When a new version of the Citrix Workspace app is available, Citrix rolls out the update during a specific delivery period. With this option, you can control at what stage during the delivery period you can receive the update.

- **Fast:** Update rollout happens at the beginning of the delivery period.
- **Medium:** Update rollout happens at the mid-delivery period.
- **Slow:** Update rollout happens at the end of the delivery period.

Auto Update To LTSR Only
Enables Auto update for Workspace App LTSR

Citrix Endpoint Analysis Plug-In
Install the Citrix Endpoint Analysis plug-in and automatically update to the latest version.

Citrix Workspace App Version
Specify the Citrix Workspace app version required for the end user's device and automatically update to the latest version.

☐ Mac

☒ Windows

Secure Access Plug-In
Install the Secure Access plug-in and automatically update to the latest version.

WebEx VDI AutoUpgrade Plug-In
Install the Webex plug-in and automatically update to the latest version.

Zoom VDI Plug-In Management
Install the Zoom VDI Plug-In Management and automatically update to the latest version.

Manage settings for Windows
Citrix Workspace app version

Current configured version
23.9.1.104

☐ Use default settings
Automatically update to latest in version at the beginning of delivery period.

☐ Automatically update to the latest version
Latest version: 23.9.1.104

Update type
Current Release (CR)

Maximum allowed version
23.7.1.18

Delay group
Set the preference when the update is rolled out to the end users.

☐ Fast
Available updates are rolled out to the users at the beginning of delivery period.

☒ Medium
Available updates are rolled out to the users at mid-delivery period.

☐ Slow
Available updates are rolled out to the users at the end of delivery period.

Save draft **Cancel**

Automatic update timeframe

Administrators can now schedule automatic updates for Citrix® products at any preferred time on their Windows and Mac devices. During this specified time, software updates automatically or users receive notifications on available updates. This feature is applicable for all Citrix updates on Windows and Mac platforms. The aim is to minimize disruption to end users during their working hours, thereby providing an enhanced user experience.

To enable this feature, do the following:

Note:

The feature is currently available only on the Windows and Mac platforms.

1. Navigate to **Workspace Configuration > App Configuration** in Citrix Cloud.
2. Select the required store URL from the list.
3. Navigate to **Configure > Updates and Plug-ins**, and click the **Automatic update timeframe** setting.

Automatic Update Timeframe

Specify the time of day for users to receive notifications about available updates.

0 Configured, 0 Unsaved ^

☒ Mac Edit

4. Select the appropriate operating system, and click **Edit** to define the time window within which automatic update occurs.

Manage settings for MacOS

Update between

00 : 00 - 02 : 00 user time zone

Defer day count ?

3 ^
v

Update between: In this field, add the start time and end time between which you prefer to execute the automatic update.

Note:

The difference between start and end time should be at least 1 hour and should be on the same day.

Defer day count: In this field, mention the number of times users can postpone the automatic update.

When a user runs out of the allocated defer count, the automatic update occurs during the time frame defined in the **Update between** fields.

Citrix Workspace app version

Administrators can schedule convenient date ranges during which an automatic update of Citrix Workspace app should roll out to their end users. This capability allows them to determine the rollout dates, minimizing disruption to end users and improving the user experience.

To enable this feature, do the following:

Note: The feature is currently available only for Citrix Workspace app on the Mac platform.

1. Navigate to **Workspace Configuration > App Configuration** in Citrix Cloud.
2. Select the required store URL from the list.
3. Navigate to **Configure > Updates and Plug-ins**, and click the **Citrix Workspace app version** setting.
4. Select the appropriate operating system, and click **Edit** to configure the setting

Manage settings for MacOS

Citrix Workspace app version

Current configured version
None


☐ Automatically update to the latest version
Latest version: 24.11.0.54

Update type
Current Release (CR) ▼

Maximum allowed version
24.11.0.54 ▼

Scheduling

Latest version: 24.11.0.54 release date
December 4, 2024

Roll out start date
December 11, 2024 

Delivery period
30 days ▼

Save draftCancel

Maximum allowed version: Define the maximum software version you want to allow for the automatic update.

Roll out start date: Define the start date at which you prefer to start the automatic update of your Citrix Workspace app. Once you set a date, the app doesn't get updated even if a newer version of the app is available.

Delivery period: Enter the number of days up to which the automatic update rolls out. The automatic update process will complete within the specified delivery period. The delivery period is an increment of 15.

Note:

Automatic updates occur only after user sign in to Citrix Workspace app.

Automatic update management settings supports configuration profiles

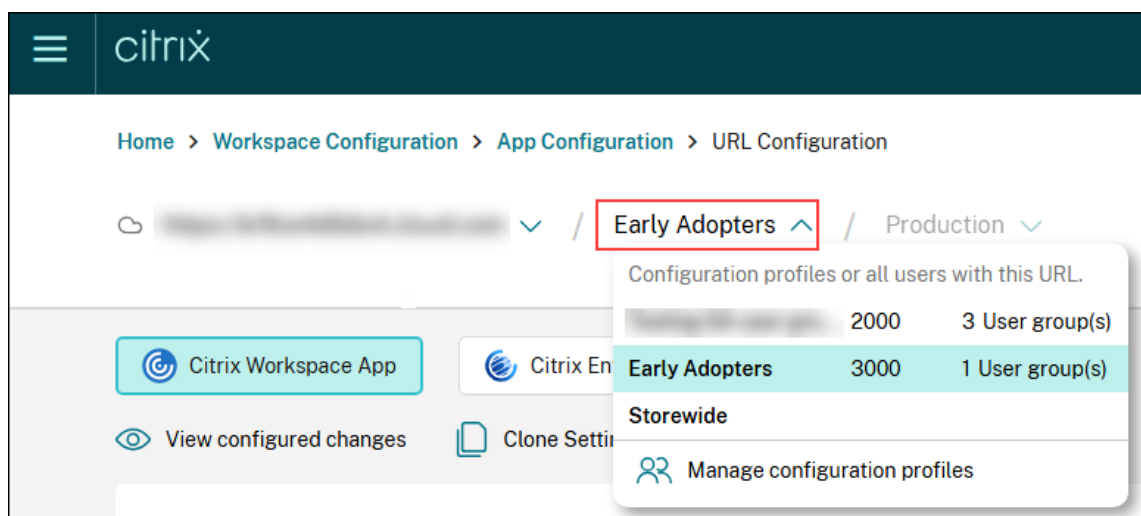
The automatic update management settings such as **Automatic update timeframe** and **Citrix Workspace app version** are applicable for different user groups through configuration profiles.

To enable this feature, do the following:

Note:

The feature is currently available only on the Mac platform.

1. Navigate to **Workspace Configuration > App Configuration** in Citrix Cloud.
2. Select the required store URL from the list.
3. Navigate to **Configure**.
4. Select a configuration profile from the list.



5. Configure the settings **Automatic update timeframe** or **Citrix Workspace app version** as mentioned in Automatic update timeframe and Citrix Workspace app version.

Manage plug-ins using Global App Configuration service

September 6, 2025

Overview

With Global App Configuration service, you can configure installation and update settings for plug-ins from a centralized platform. These plug-ins must be built either by Citrix or its partners. The Global App Configuration service UI provides admins a centralized platform to distribute plug-ins across managed and personal devices.

Note:

Plug-in installation or upgrade is supported on the following Citrix Workspace™ app versions:

- Citrix Workspace app for Windows 2212 (Current Release) or later
- Citrix Workspace app for Windows 2402 (LTSR)
- Citrix Workspace app for Mac 2409 or later

If your store is GACS configured and end users have already added it to their Citrix Workspace app, any change in the plug-in setting is reflected as per the duration specified [here](#). This means that after you publish your changes, it might take a few hours for the settings to be updated on the client side, depending on the platform.

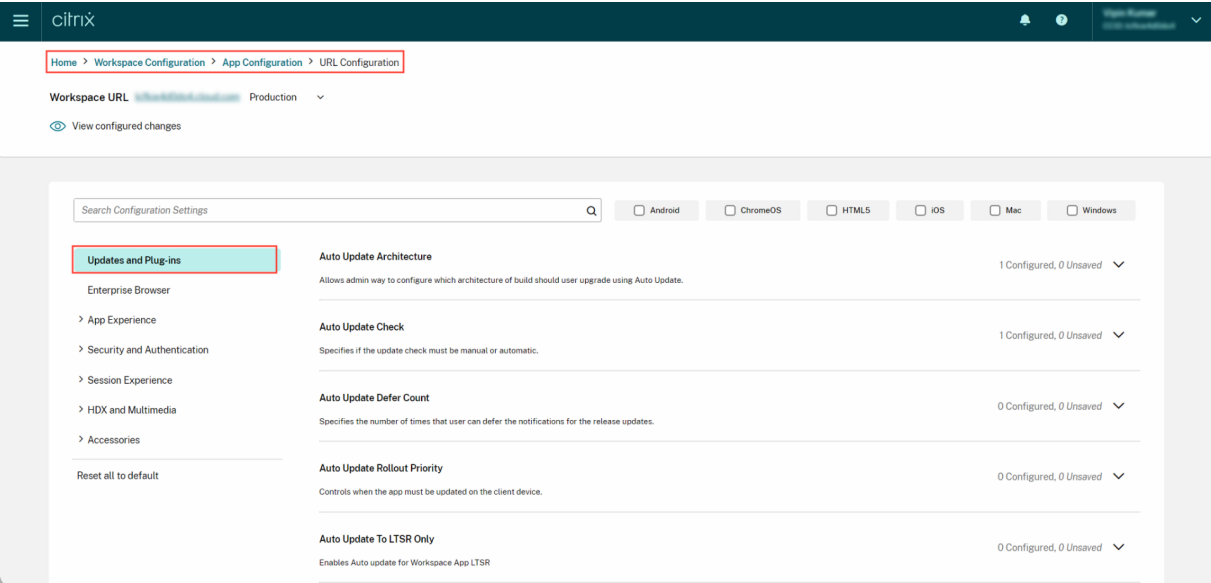
After the configuration has been fetched on the client side, the Citrix Auto-Update service installs the plug-in as per your **Delay Group** settings or within 24 hours, whichever is sooner.

Note:

End users can manually update to the latest version of the plug-ins using the **Check for updates** option in their system tray. This overrides any delay group settings.

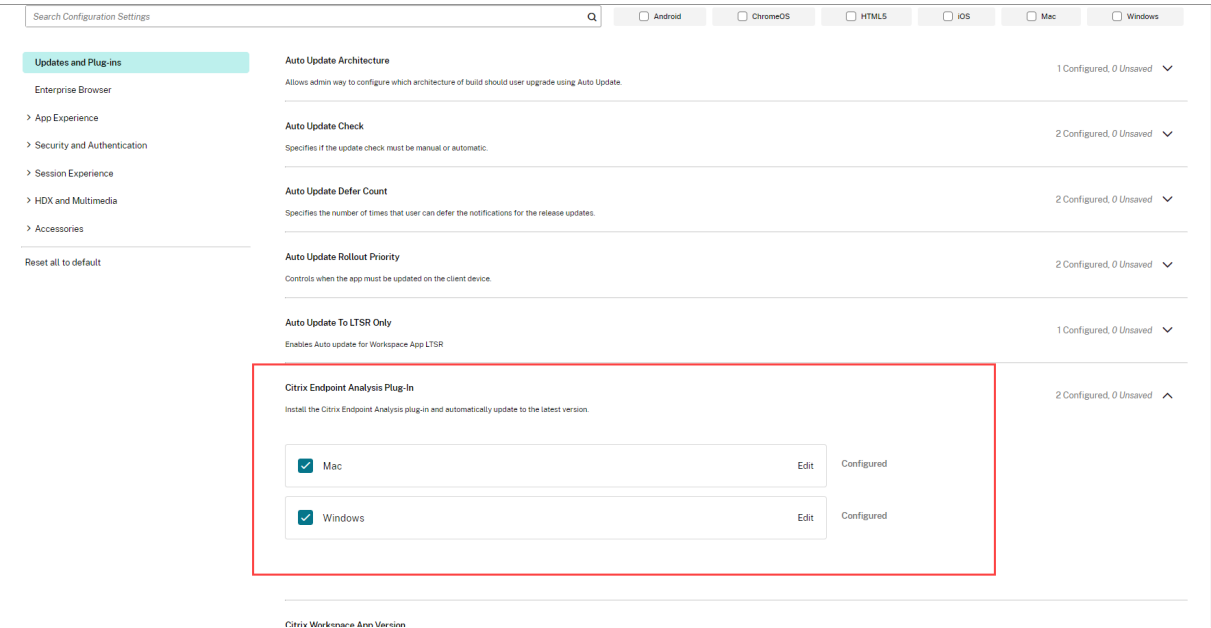
However, this option also updates the Citrix Workspace app, either to the latest version or to the version specified by the admins.

Supported plug-ins can be found under the **Updates and plug-ins** section on the GACS UI.



Citrix Endpoint Analysis Plug-in

This setting helps you install and update the Citrix Endpoint Analysis plug-in to the latest version for your end users.



The Citrix Endpoint Analysis plug-in enables you to run device-posture checks on end-user devices. 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).

You can configure your plug-in settings as described in the Deployment mode settings section.

Note:

This plug-in is available only on Windows and Mac platforms.

For more information, see [Manage Citrix Endpoint Analysis client for Device Posture service](#).

Citrix Secure Access™ Agent

End users can easily access all their sanctioned private apps by installing the Citrix Secure Access agent on their client devices.

With the additional support of client-server apps 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.

You can configure your plug-in settings as described in the Deployment mode settings section.

Auto Update To LTSR Only

Enables Auto update for Workspace App LTSR

1 Configured, 0 Unsav ed

Citrix Endpoint Analysis Plug-In

Install the Citrix Endpoint Analysis plug-in and automatically update to the latest version.

2 Configured, 0 Unsav ed

Citrix Workspace App Version

Specify the Citrix Workspace app version required for the end user's device and automatically update to the latest version.

2 Configured, 0 Unsav ed

Secure Access Plug-In

Install the Secure Access plug-in and automatically update to the latest version.

1 Configured, 0 Unsav ed

☒ Windows

Edit

Configured

WebEx VDI AutoUpgrade Plug-In

Install the Webex plug-in and automatically update to the latest version.

1 Configured, 0 Unsav ed

Webex VDI AutoUpgrade Plug-in

The Webex App VDI solution optimizes the audio and video for calls and meetings. With GACS, you can manage the Webex VDI Plug-in manager. The Webex VDI Plug-in manager, in turn, installs and

manages the Webex plug-in installed on the end-user's device.

Note:

This plug-in is available only on the Windows platform.

The Webex VDI plug-in installer engine is installed during the regular auto update of the Citrix Workspace app or when you check for updates manually.

Important:

Citrix only manages the installation and update of the Webex VDI Plug-in manager. The Webex plug-in that is installed on the end-user's device is managed by Webex itself.

Configure plug-in settings

Before proceeding, you must ensure that you've completed the steps listed in the Prerequisites section below.

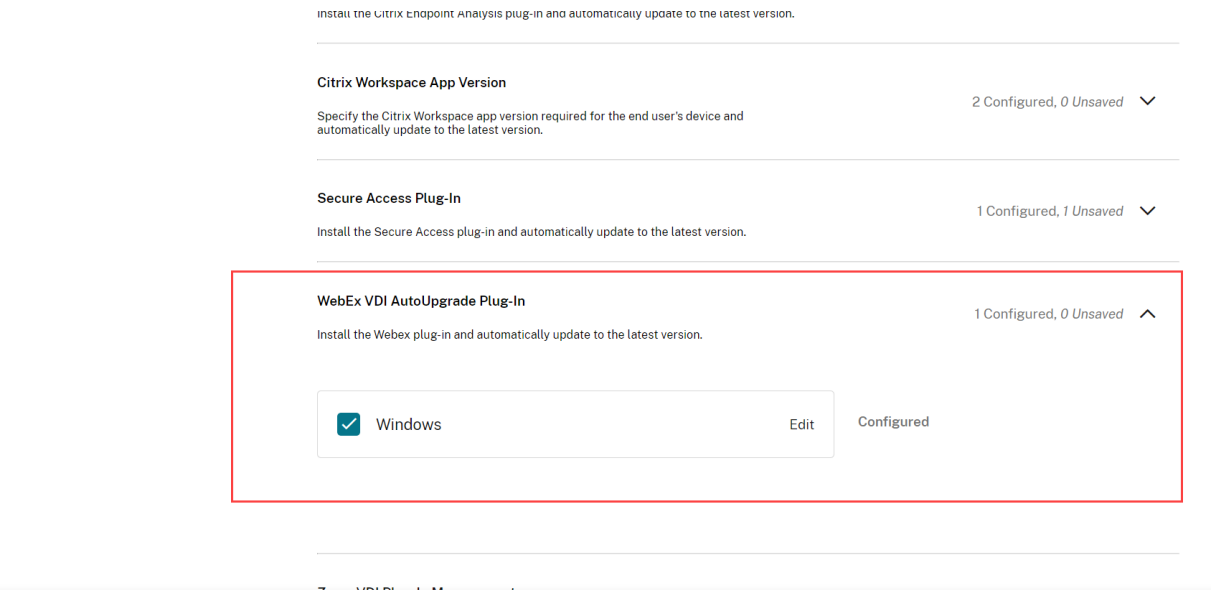
You can then configure your plug-in settings as described in the **Deployment mode** section.

Prerequisites The following steps must be followed for configuring the Virtual Channel:

1. Either disable or configure the Virtual Channel List policy on the Broker to allow Webex to use the VC as documented [here](#).
2. Enable Autoupgrade for the VDI plug-in on the Virtual Desktop where the Webex App for VDI is installed using the following registry key

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Spark Native, set AutoUpgradeVDIPluginEnabled=1
```

You can now sign in to your Citrix Cloud™ account and configure your plug-in settings as described in the Deployment mode settings section.



Webex VDI plug-in compatibility with Webex app

Once the configuration is done, a refresh option appears in the menu on the Webex app running in the VDI. Click the refresh option, the Webex app closes and the Webex VDI plug-in is installed on the user’s endpoint.

The Webex VDI plug-in does not appear in the list of programs on Windows even after installation. To check if the plug-in is installed, you can run a **Health Check** on the Webex app running in the VDI. Check the **VDI** section to verify if the plug-in is installed. You can also verify if the plug-in version is compatible with the Webex app version.

The Webex VDI Plug-in manager automatically installs the latest Webex plug-in version which is compatible with the end user’s Webex app. For more information on compatible versions, refer to [Webex Version support](#).

If the versions don’t match, check if you’ve disabled the Compatibility check on the VDI using the steps below:

- 1. Go to `HKEY_LOCAL_MACHINE\Software\Cisco Spark Native\`.
- 2. Create a DWORD (32-bit) registry key named `VDIDisableCompatibilityVersionCheck` and give it one of these values:

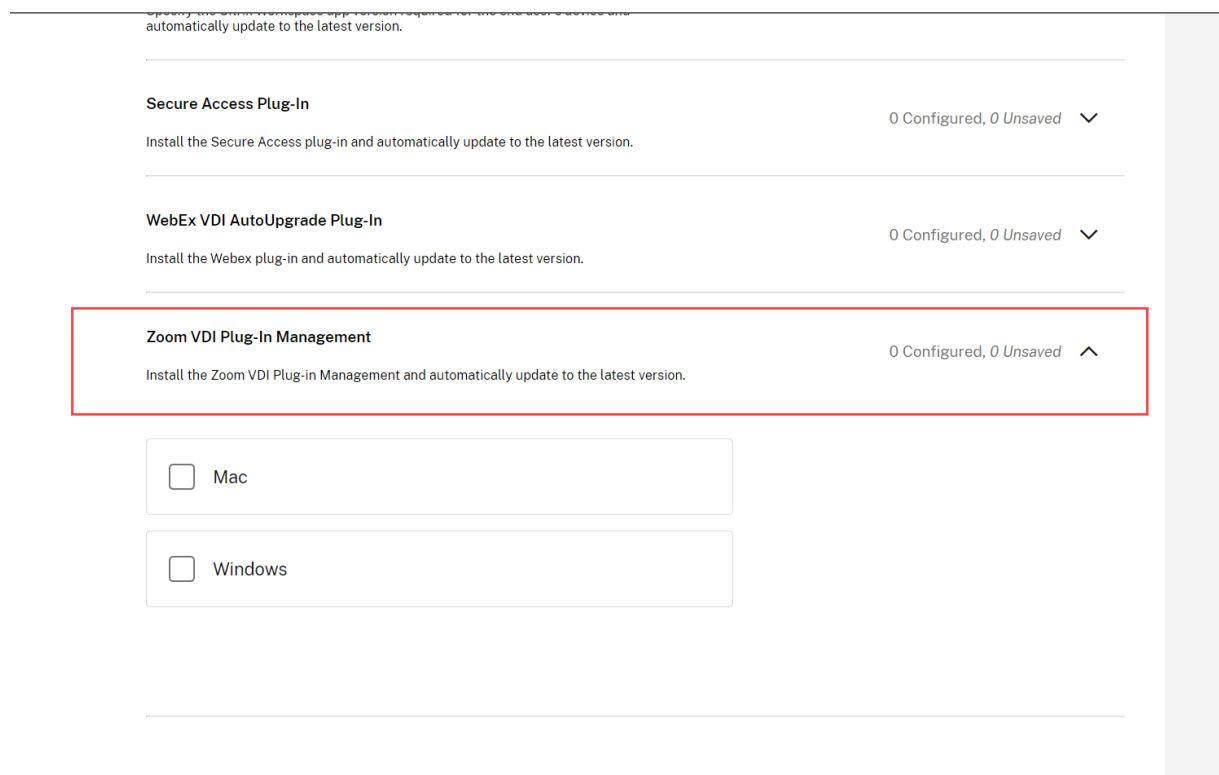
1	-	0	— enables the version compatibility check (default)
2	-	1	— disables the version compatibility check

Zoom VDI Plug-in Management

With GACS, you can manage the Zoom VDI Plug-in manager. The Zoom VDI Plug-in manager, in turn, installs and manages the Zoom plug-in installed on the end-user's device.

Important:

Citrix only manages the installation and update of the Zoom VDI Plug-in manager. The Zoom plug-in that is installed on the end-user's device is managed by Zoom itself.



Configure plug-in settings

Before proceeding, you must ensure that you've completed the steps listed in the Prerequisites section below.

You can then configure your plug-in settings as described in the Deployment mode settings section.

Prerequisites

The following steps must be followed for configuring the Virtual Channel:

1. Either disable or configure the Virtual Channel List policy on the Broker to allow Zoom to use the Virtual Channel as documented [here](#).

2. Enable the virtual desktop for Zoom VDI plug-in Management with registry key as documented [here](#).

You can configure your plug-in settings as described in the Deployment mode settings section.

Once the configurations are done, open the Zoom app and keep it running on the VDI. The user should see a pop up (prompt) after sometime (once the Zoom VDI plug-in installer is downloaded on the user's endpoint) letting them know that the session will be disconnected to install the VDI plugin on the endpoint. Upon clicking **OK**, Zoom would close the Citrix Session and proceed to install the plug-in on the user's endpoint.

Microsoft Teams VDI Plug-in Management

The Microsoft Teams VDI Plug-in Manager optimizes the audio and video for calls and meetings. With Global App Configuration service, you can manage the installation of Microsoft Teams Plug-in Manager. This Plug-in Manager, in turn, installs and manages the Microsoft Teams Optimization plug-in (VDI 2.0 or Slimcore engine) on the end-user's device.


Configure plug-in settings


Before proceeding, you must ensure that you've completed the steps listed in the following **Prerequisites** section.


Prerequisites


Administrators are required to configure a new registry setting in the VDA to enable the new Microsoft Teams to access the Citrix virtual channel. For more information, see the **Note** given in [Optimization for Microsoft Teams](#). This registry setting is not required if you're using CVAD 2402 LTSR and above (or 2203 LTSR CU5 and above).

You can now sign in to your Citrix Cloud account and configure your plug-in settings as described in the [Deployment mode settings](#) section.

Citrix Endpoint Analysis Plug-In 0 Configured, 0 Unsaved 
Install the Citrix Endpoint Analysis plug-in and automatically update to the latest version.

Citrix Workspace App Version 0 Configured, 0 Unsaved 
Specify the Citrix Workspace app version required for the end user's device and automatically update to the latest version.

Microsoft Teams 2.1 VDI Plug-In Management 0 Configured, 0 Unsaved 
Install the MS Teams plug-in and automatically update to the latest version.

 Windows Edit

For more information, see [New VDI solution for Teams](#).

Note:

- Reconnect the session after the successful installation of the plug-in on the end-user device. After that, Microsoft Teams VDI app needs to be restarted twice to enter VDI 2.0 mode.
- This plug-in is available only on the Windows platform, and it is applicable starting with Citrix Workspace app for Windows version 2405.
- This plug-in is only applicable to New Teams (Teams 2.x) and not Classic Teams.

ControlUp's RemoteDX Plug-in Management

ControlUp's RemoteDX is a monitoring and troubleshooting solution designed to improve the end-user experience for remote workers. The key features include Endpoint Monitoring, Network Insights, Session Visibility, and Proactive Alerts. With Global App Configuration service, you can manage the ControlUp's RemoteDX Plug-in manager.

Important:

Citrix only manages the installation and update of the RemoteDX Plug-in manager. ControlUp directly manages the RemoteDx plug-in installed on the end-user's device.

Telemetry data collection by the RemoteDX plug-in from an end-user's device, if any, is also managed by ControlUp.

Citrix Secure Access client Install the Secure Access plug-in and automatically update to the latest version.	0 Configured, 0 Unsaved ▾
Citrix Workspace app version Specify the Citrix Workspace app version required for the end user's device and push automatic update notifications when an update is available.	0 Configured, 0 Unsaved ▾
ControlUp Remote DX plug-in Install the Remote DX plug-in on end user devices using Citrix Workspace app and choose to update to the latest version. ControlUp manages the Remote DX plug-in and any telemetry data collected from end-user devices.	0 Configured, 0 Unsaved ▴

☒ Windows
 Edit

Deployment mode settings

Sign in to your Citrix Cloud account and navigate to **Workspace Configuration > App Configuration**. From the list of configured URLs, select the one for which you want to map settings, and click **Configure**. Under the **Updates and Plug-ins** section, navigate to the desired plug-in and click the expand icon to view the applicable platforms. Select the platform that you want to configure the settings for and click **Edit**.

- **Install and update:** Installs the latest version of the plug-in on the end-user's device. It automatically updates the plug-in to the latest version.

Reset all to default

Auto Update Rollout Priority
 Controls when the app must be updated on the client

Auto Update To LTSR Only
 Enables Auto update for Workspace App LTSR

Citrix Endpoint Analysis Plug-In
 Install the Citrix Endpoint Analysis plug-in and automatically update to the latest version.

☒ Mac

☒ Windows

Citrix Workspace App Version
 Specify the Citrix Workspace app version required for the end user's device and push automatic update notifications when an update is available.

Manage settings for Windows
 Citrix Endpoint Analysis plug-in

☐ Use default settings
 Automatically update to latest in version at the beginning of delivery period.

Latest version: 23.11.1.20
Update type
 Current Release (CR)

Deployment mode
☒ **Install and update**
 Plugin can be freshly installed and updated with the new version.
☐ Install only
 Only install should be allowed, no further update should happen.
☒ Install the plug-in silently after the end user adds the store.
☐ Install the plug-in before the end user logs in.

Save draft
 Cancel

- **Install only:** Installs the latest version of the plug-in on the end-user's device. It does not auto-

update.

Reset all to default

Auto Update Rollout Priority
Controls when the app must be updated on the client.

Auto Update To LTSR Only
Enables Auto update for Workspace App LTSR.

Citrix Endpoint Analysis Plug-In
Install the Citrix Endpoint Analysis plug-in and automatically update to the latest version.

☒ Mac

☒ Windows

Citrix Workspace App Version
Specify the Citrix Workspace app version required for automatic update to the latest version.

Manage settings for Windows
Citrix Endpoint Analysis plug-in

☐ Use default settings
Automatically update to latest in version at the beginning of delivery period.

Latest version: 23.11.1.20

Update type
Current Release (CR)

Deployment mode

☐ Install and update
Plugin can be freshly installed and updated with the new version.

☒ Install only
Only install should be allowed, no further update should happen.

☒ Install the plug-in silently after the end user adds the store.

☐ Install the plug-in before the end user logs in.

Save draft Cancel

After you've selected the deployment mode, you must specify if the plug-in installation or update must require the end-user's intervention. You can select one of the following options.

Reset all to default

Auto Update Rollout Priority
Controls when the app must be updated on the client.

Auto Update To LTSR Only
Enables Auto update for Workspace App LTSR.

Citrix Endpoint Analysis Plug-In
Install the Citrix Endpoint Analysis plug-in and automatically update to the latest version.

☒ Mac

☒ Windows

Citrix Workspace App Version
Specify the Citrix Workspace app version required for automatic update to the latest version.

Manage settings for Windows
Citrix Endpoint Analysis plug-in

☐ Use default settings
Automatically update to latest in version at the beginning of delivery period.

Latest version: 23.11.1.20

Update type
Current Release (CR)

Deployment mode

☒ Install and update
Plugin can be freshly installed and updated with the new version.

☐ Install only
Only install should be allowed, no further update should happen.

☒ Install the plug-in silently after the end user adds the store.

☐ Install the plug-in before the end user logs in.

Save draft Cancel

- **Install the plug-in silently after the end-user adds the store:** The plug-in is installed or updated to the latest version after the end user has added the store. The installation is completed in the background and end users receive a notification once the installation or update is completed. They can sign in and access their stores as usual.
- **Install the plug-in before the end user logs in:** The end user will be unable to sign in to their

Citrix store until the installation is completed. Once the installation is completed, the end users receive a notification. End users are then redirected to authenticate and access the store. Upgrade occurs in regular auto update cycle.

Delay Group

- **Fast:** Update rollout happens at the beginning of the delivery period.
- **Medium:** Update rollout happens at the mid-delivery period.
- **Slow:** Update rollout happens at the end of the delivery period.

Manage settings for user group using configuration profile

September 6, 2025

This section explains how to configure settings for user groups using the configuration profile feature in Global App Configuration service (GACS).

Note:

This feature is currently available for cloud stores on Windows, Mac, Linux, Android, and iOS platforms.

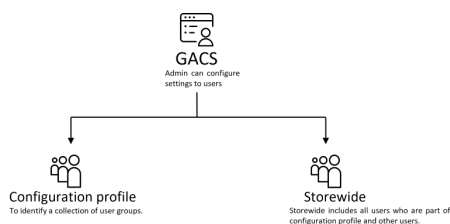
Introduction to user group and configuration profile

A user group is a collection of users that are created and managed by administrators. Configuring settings for a user group ensures that all users within the user group have the same experience simultaneously. You can create a user group through your organization's identity provider (IdP) by leveraging the AD group information stored in the IdP. For more information on the list of supported identity providers, see [Configure Authentication](#).

A configuration profile is used to identify a collection of user groups and it represents a higher-level abstraction of user groups, with each configuration profile capable of containing multiple user groups. If you need to configure some settings for a particular user groups, you can create a configuration profile and add those user groups to it. You can choose any configuration profile and assign settings to it, so that the experience is applied to all user groups within the configuration profile.

Note:

- You can create up to 20 configuration profiles.
- You can add up to 10 user groups in a configuration profile.



Workflow of Storewide and Configuration profiles

Administrators can configure a setting for users either through Storewide or Configuration profiles. This section explains how the configuration process works in both Storewide and Configuration profiles.

Storewide

When you configure a setting for Storewide, it takes effect in the following two ways, depending on the context of that setting:

- **For settings available only for Storewide:** Some settings are available only for Storewide. For example, “the web browser for authentication” setting. When you configure such settings, they are applicable to all users, including those within Configuration profiles.
- **For settings available for both Storewide and Configuration profiles:** Some settings are available for both Storewide and Configuration profiles. For example, the “Reconnect apps and desktops” setting. When you configure such settings for Storewide, they are not applied to users assigned to a profile by default. Such settings must also be configured in individual profiles for those settings to take effect.

For more information on configuring a setting for Storewide, see [Configure settings for storewide](#).

Configuration profiles

When you configure a setting for a Configuration profile, it applies to all users within that Configuration profile.

For more information on configuring a setting for Configuration profiles, see [Configure settings for configuration profiles](#).

Set Priority

When a user group belongs to multiple configuration profiles, settings from the configuration profile with the highest priority will be applied to that user or user group. The lower the value, the higher

the priority. For more information about setting a priority, see [Create a configuration profile and Edit priority](#).

Note:

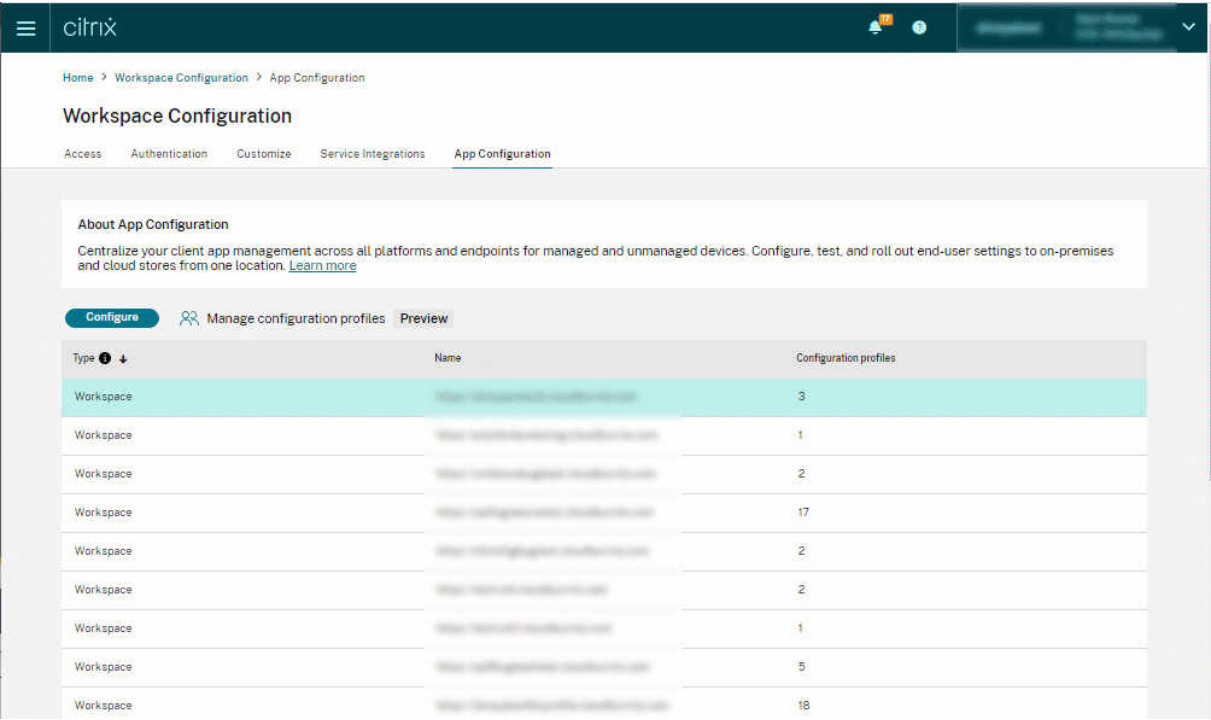
We recommend leaving sufficient gaps between the priority of configuration profiles, such as 1000, 2000, 3000, etc. This makes it easier to insert new priority values later during the creation of other configuration profiles without needing to edit the existing values.

Create a configuration profile

You can create a configuration profile in two different ways. Either from the **App Configuration** page or from **App Configuration > URL Configuration** page.

Create configuration profile from Workspace Configuration page

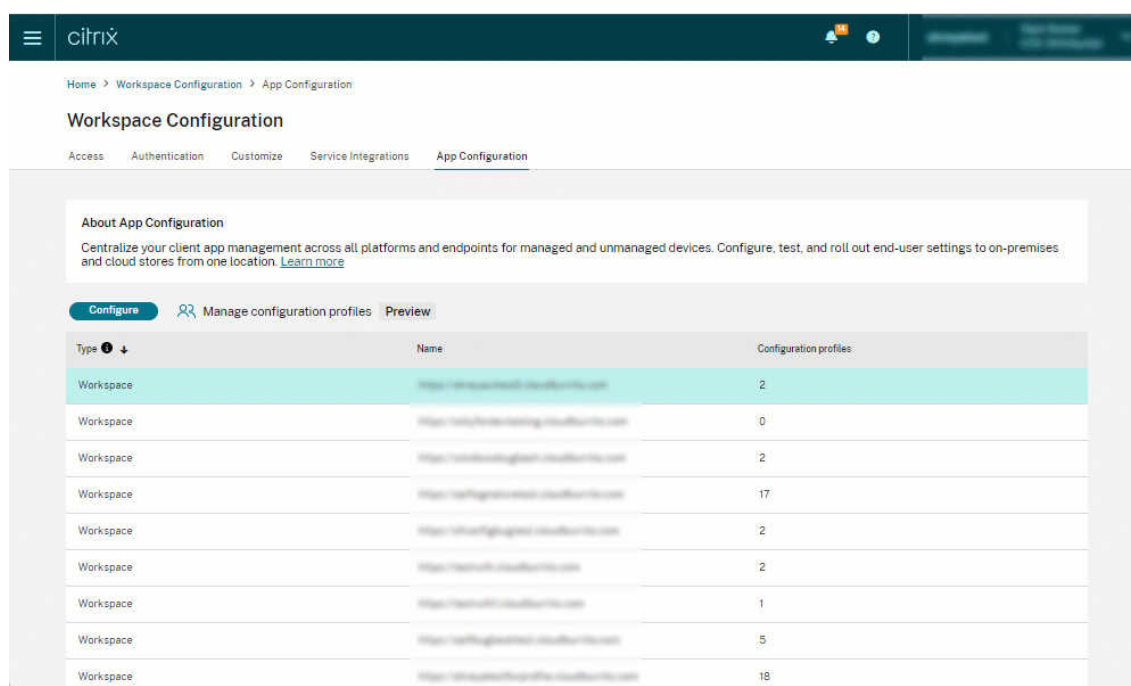
1. Sign in to your Citrix Cloud™ account and navigate to **Workspace Configuration > App Configuration**.
2. Click **Manage configuration profiles**.
3. Click **Create** to create a configuration profile.
4. Enter the name, description, and priority of the configuration profile in the **Name**, **Description**, and **Priority** fields respectively.
5. In the **Search for user groups** field, enter a keyword and search the user groups that you want to add into this configuration profile. You can add the desired user groups by clicking the user group from the search list.
6. Click **Save**.



Note:
Name and **Priority** are mandatory fields.

Create configuration profile from URL configuration page

1. Sign in to your Citrix Cloud account and navigate to **Workspace Configuration > App Configuration > URL configuration**. You can navigate to the URL configuration page by clicking on the **Configure** button.



2. Click **Manage configuration profiles**, and then click **Create**.

For further instructions, see steps 3–7 given in Create configuration profile from Workspace configuration page.

Edit a configuration profile

1. Navigate to **Workspace Configuration > App Configuration**.
2. Click **Manage configuration profiles**.
3. Select the configuration profile you want to delete from the given list.
4. Click **Edit**.
5. Update the relevant fields, and then click **Save**.

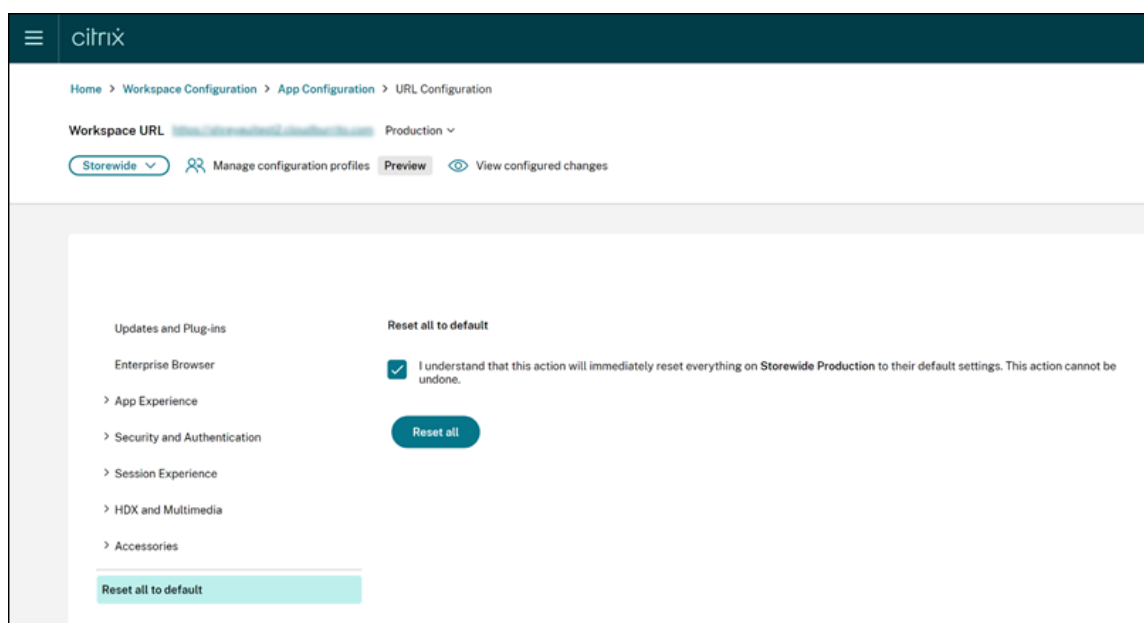
Edit priority of a configuration profile

1. Navigate to **Workspace Configuration > App Configuration**.
2. Click **Manage configuration profiles**.
3. Select the configuration profile you want to delete from the given list.
4. Click **Edit priority**.
5. Update the priority value, and click ☐ to update the value or click ☐ to cancel the changes.
6. Click **Close**.

Delete a configuration profile

To delete a configuration profile, you must reset all configured settings within the configuration profile. The detailed steps are as follows:

1. Navigate to **Workspace Configuration > App Configuration**.
2. Click the **Configure** button, and select the appropriate configuration profile from the drop-down list.
3. Click **Reset all to default**.
4. Check the declaration, and click **Reset all**.



Note:

If you haven't configured any settings for the configuration profile, you don't have to reset the settings. So, you can skip steps 2–4 in that case.

5. Click **Manage configuration profiles**.
6. Select the configuration profile you want to delete from the given list.
7. Click **Delete**.

Note:

You can use the **Edit**, **Delete**, and **Edit priority** options from both **Workspace Configuration** page and **URL Configuration** page.

Configure settings for configuration profiles

1. Sign in to your Citrix Cloud account and navigate to **Workspace Configuration > App Configuration > URL configuration**.
2. Select the appropriate configuration profile from the drop-down list.
3. Configure relevant settings for the configuration profile.

Configure settings for storewide

This section describes two scenarios where you have to configure settings only for storewide.

Use case 1: Settings that can be configured only for storewide

Some settings cannot have a custom value for user groups. These settings are covered as part of Storewide and appear inactive when accessed within the configuration profile. You can see a warning message with an option to switch to the **Storewide** configuration page.

Alternatively, you can configure the settings for storewide using the following instructions.

1. Navigate to **Workspace Configuration > App Configuration > URL configuration**.
2. Select **Storewide** from the drop-down list.
3. Configure relevant settings.

Use case 2: Configure settings for remaining users

If you haven't grouped any users under a configuration profile, those remaining users are covered by Storewide. To configure settings for such users, see steps 1–3 given in Use case 1: Settings that can be configured only for storewide.

Note:

When you configure a setting for both Storewide and a configuration profile, the configuration profile holds the highest priority at the time of applying settings.

Clone settings across stores, channels, and configuration profiles

September 6, 2025

Clone settings refers to the ability to duplicate settings which are already configured through Global App Configuration service. Instead of going through the entire configuration process again, administrators can simply clone the existing settings to save time and effort. This feature streamlines the workflow, improves productivity, and maintains consistency.

GACS allows cloning of settings in the following scenarios:

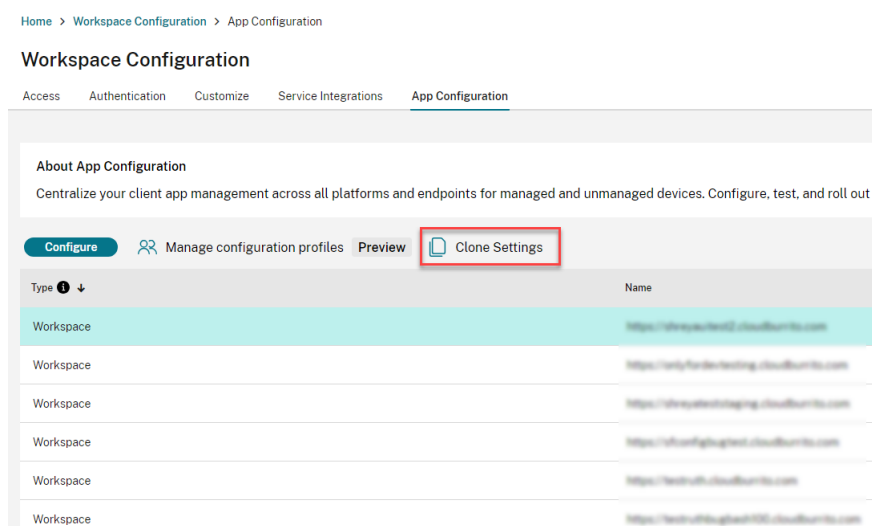
- **Between channels:** Clone the configured settings from one channel to the other.
- **Between configuration profiles:** Clone the configured settings between configuration profiles created within the store.
- **From store to a configuration profile:** Clone the configured settings in storewide to a configuration profile.
- **Between stores:** Clone the configured settings from the current store to another store.

Note:

- Cloned settings overwrite the existing settings at the destination.
- Certain storewide-only settings can't be cloned to the configuration profile with From store to a configuration profile option.
- Cloning between stores is possible only with stores of the same type. Both the source and destination stores need to be either Workspace stores or StoreFront™ stores.

To use this feature, you need to:

1. Navigate to **Workspace Configuration > App Configuration** in your Citrix Cloud™ account.
2. Select the desired store from the given store list, and click the **Clone Settings** option.



3. Select a cloning type from the **Clone Settings** window, and click **Next**.
4. Select **Cloning to and from** information by selecting the appropriate details from the drop-down list.

See the following sections for more information about steps 3 and 4.

Clone settings between channels:

You can clone the settings between Production and Test Channel in Storewide.

Clone Settings

Workspace URL <https://storewide-test2.cloudburst.io.com>

1 Cloning type

2 Cloning to and from

3 Summary

Cloning type

Select a cloning type

☒ Between channels

Clone configured settings from one channel to the other.

☐ Between configuration profiles

Clone configured settings between configuration profiles created in this store.

☐ From store to a configuration profile

Clone configured settings in storewide to a configuration profile. Certain storewide-only settings won't be applicable.

☐ Between stores

Clone configured settings from current store to another store.

Clone Settings

Workspace URL <https://storewide-test2.cloudburst.io.com>

☒ Cloning type

2 Cloning to and from

3 Summary

Select clone to / from:

Channel to clone from:

Test Channel

Channel to clone to:

Production

Switch

Clone Settings

Workspace URL <https://storewide-test2.cloudburst.io.com>

☒ Cloning type

☒ Cloning to and from

3 Summary

Summary

Cloning type	Between channels
From	Test Channel
To	Production
Setting(s) to be cloned	1

Clone settings between configuration profiles:

You can clone the settings between two configuration profiles.

Clone Settings

Workspace URL <https://storewide-test2.cloudburst.io.com>

1 Cloning type

2 Cloning to and from

3 Summary

Cloning type

Select a cloning type

☒ Between configuration profiles

Clone configured settings between configuration profiles created in this store.

☐ Between channels

Clone configured settings from one channel to the other.

☐ From store to a configuration profile

Clone configured settings in storewide to a configuration profile. Certain storewide-only settings won't be applicable.

☐ Between stores

Clone configured settings from current store to another store.

Clone Settings

Workspace URL <https://myworkspace2.cloudburst.io.com>

Cloning type

2 Cloning to and from

3 Summary

Select clone to / from:

Configuration profile to clone from:

Test

Switch

Configuration profile to clone to:

Testing MFE

Clone Settings

Workspace URL <https://myworkspace2.cloudburst.io.com>

Cloning type

Cloning to and from

3 Summary

Summary

Cloning type	Between configuration profiles
From	Test
To	Testing MFE
Setting(s) to be cloned	1

Clone settings from store to configuration profiles:

You can clone the settings from a store to a configuration profile.

Clone Settings

Workspace URL <https://myconfigtest.cloudburst.io.com>

1 Cloning type

2 Cloning to and from

3 Summary

Cloning type

Select a cloning type

Between channels

Clone configured settings from one channel to the other.

Between configuration profiles

Clone configured settings between configuration profiles created in this store.

From store to a configuration profile

Clone configured settings in storewide to a configuration profile. Certain storewide-only settings won't be applicable.

Between stores

Clone configured settings from current store to another store.

Clone Settings

Workspace URL <https://myconfigtest.cloudburst.io.com>

Cloning type

2 Cloning to and from

3 Summary

Select clone to / from:

Store to clone from:

<https://myconfigtest.cloudburst.io.com>

Configuration profile to clone to:

Testing Cloning 2

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Clone Settings

Workspace URL <https://testconfigtest.cloudapps.cit.com>

✓ Cloning type

✓ Cloning to and from

③ Summary

Summary

Cloning type	From store to a configuration profile
From	https://testconfigtest.cloudapps.cit.com
To	Testing Cloning 2
Setting(s) to be cloned	2
Settings not applicable for cloning	Auto update architecture

Clone settings between stores:

You can clone the settings between stores.

Clone Settings

Workspace URL <https://testconfigtest.cloudapps.cit.com>

① Cloning type

② Cloning to and from

③ Summary

Cloning type

Select a cloning type

☐ Between channels

Clone configured settings from one channel to the other.

☐ Between configuration profiles

Clone configured settings between configuration profiles created in this store.

☐ From store to a configuration profile

Clone configured settings in storewide to a configuration profile. Certain storewide-only settings won't be applicable.

☒ Between stores

Clone configured settings from current store to another store.

Clone Settings

Workspace URL <https://testconfigtest.cloudapps.cit.com>

✓ Cloning type

② Cloning to and from

③ Summary

Select clone to / from:

Store to clone from:

<https://testconfigtest.cloudapps.cit.com>

Workspace store to clone to:

<https://testconfigtest.cloudapps.cit.com>

Clone Settings

Workspace URL <https://testconfigtest.cloudapps.cit.com>

✓ Cloning type

✓ Cloning to and from

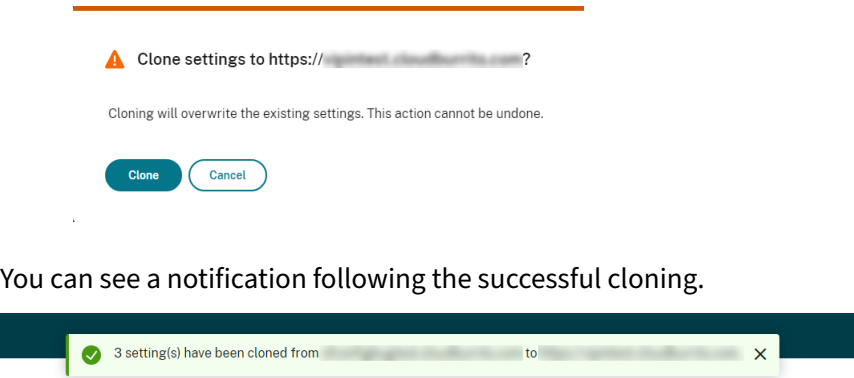
③ Summary

Summary

Cloning type	Between Workspace Stores
From	https://testconfigtest.cloudapps.cit.com
To	https://testconfigtest.cloudapps.cit.com
Setting(s) to be cloned	3

5. Click **Next**.

6. Verify the configured clone settings on the **Summary** page, and click **Clone**.



You can see a notification following the successful cloning.

Manage settings for hybrid launch

September 6, 2025

Citrix Workspace app enables its management via Global App Configuration service (GACS) for hybrid launch scenarios.

In a hybrid launch scenario, a user accesses their Citrix resources through a web browser. Upon selecting an app or desktop within the browser interface, the Citrix StoreFront™ server generates an ICA file containing specific instructions for launching that resource. The native Citrix Workspace app reads the ICA file’s contents and initiates the connection to the remote application or desktop.

With support for hybrid launch, GACS now allows you to provide a consistent experience for your users, regardless of whether they access the store through the native app or a browser.

Supported versions of Citrix Workspace app

Citrix Workspace app platform	Minimum supported version
Windows	2503
Mac	2503

Verify the Citrix Workspace app behaviour

This section describes Citrix Workspace app behaviour in various use cases for hybrid mode.

Scenario	Behavior
A user accesses a store via a web browser and launches a session using client redirection.	The in-session settings apply only from the subsequent launch, while the remaining settings become available for use.
A user adds a store in the app and then accesses the same store via a web browser.	Settings are retrieved and applied through the natively added store.
A user opens a session from Store 1 and then opens another session from Store 2 via a web browser.	The session launched from the most recently accessed store applies its settings.
A user opens a session and GACS settings are changed during the active session.	GACS settings are applied during the next session launch.

Note:

Once a session launch is completed, GACS settings are fetched after the 6-hour time window. If the settings are needed earlier, the user must go to Reset Workspace and launch the session again.

Cloud store support

To get started, administrators need to enable in-memory hybrid launches. This means you have to disable ICA file download to manage Citrix Workspace app in the case of a hybrid launch. To disable ICA file downloads for Workspace, see [Workspace PowerShell](#) documentation.

Note:

Hybrid launch via Citrix Workspace browser extension isn't currently supported.

To enable this feature, submit a request using this [enablement form](#).

On-Premises Support

To get started with this feature, the administrators need to meet the following prerequisites:

- Whitelist GACS endpoint
- Configure registration tool
- Enable in-memory hybrid launches
- Minimum supported version of StoreFront is 2503.

Note:

Hybrid launch via Citrix Workspace browser extension isn't currently supported.

Whitelist GACS endpoint

For more information, see [Prerequisites](#).

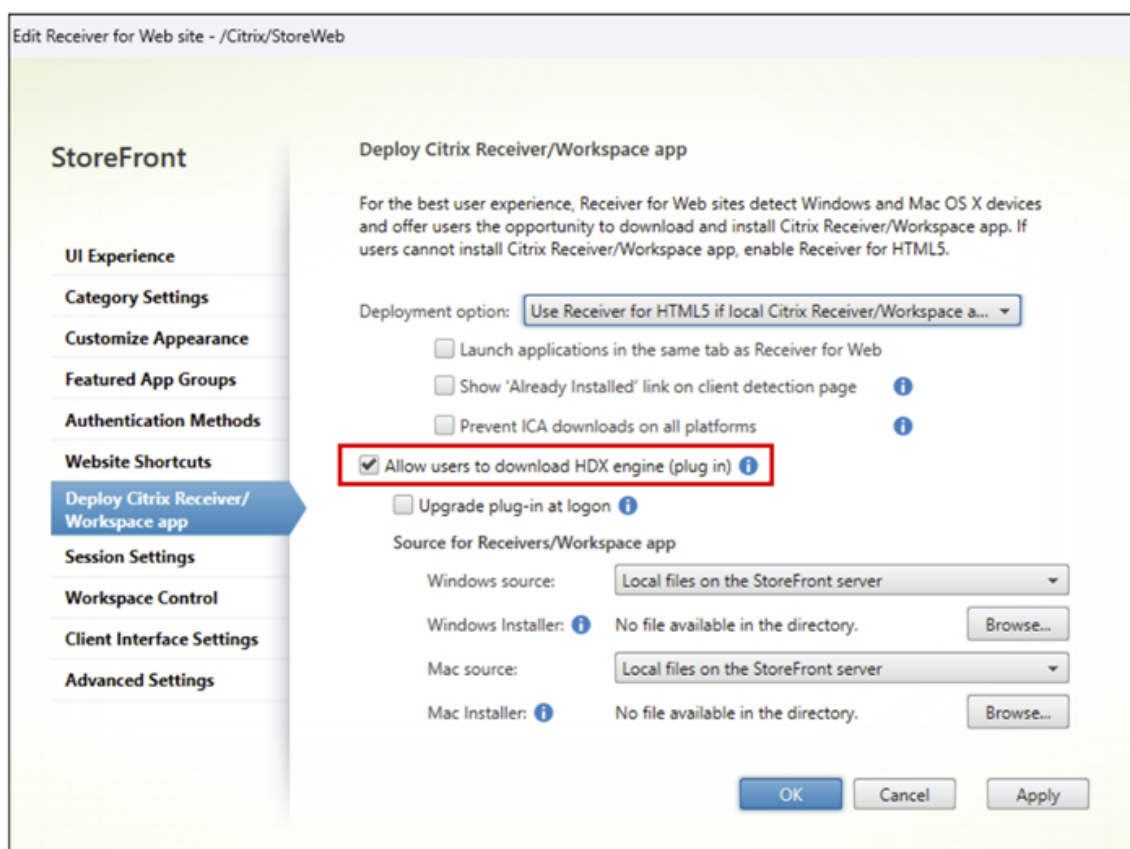
Configure registration tool

For more information, see [Configure registration tool](#).

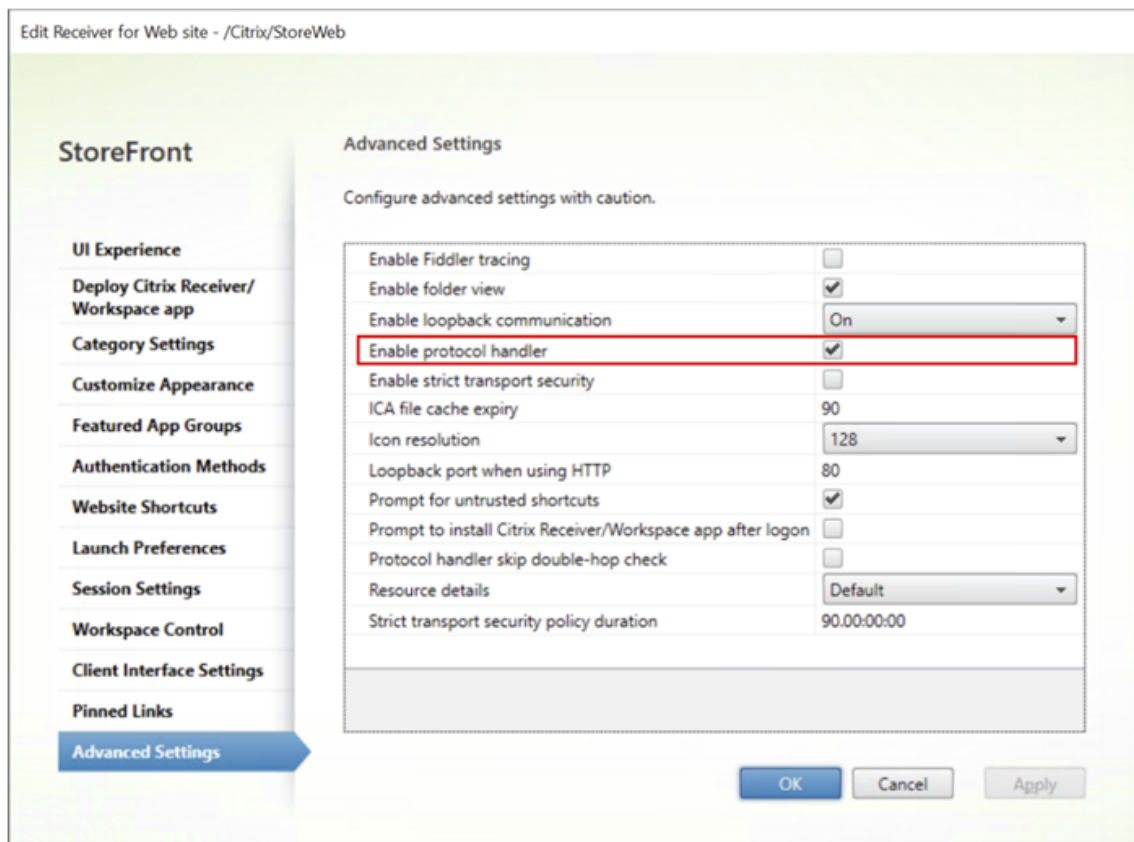
Enable in-memory hybrid launches

To enable in-memory hybrid launches, do the following steps:

1. To allow hybrid launches using Citrix Workspace launcher, select the **Allow users to download HDX™ engine (plug-in)** checkbox.



2. Under **Advanced Settings**, select the **Enable protocol handler** checkbox.



Configure settings for custom domain

September 6, 2025

You can apply the Global App Configuration service (GACS) settings to [custom domain URLs](#) in addition to [cloud.com domain URLs](#). After you enable this setting in the GACS UI, any user accessing the store through a custom domain receives settings configured for the corresponding [cloud.com](#) based store.

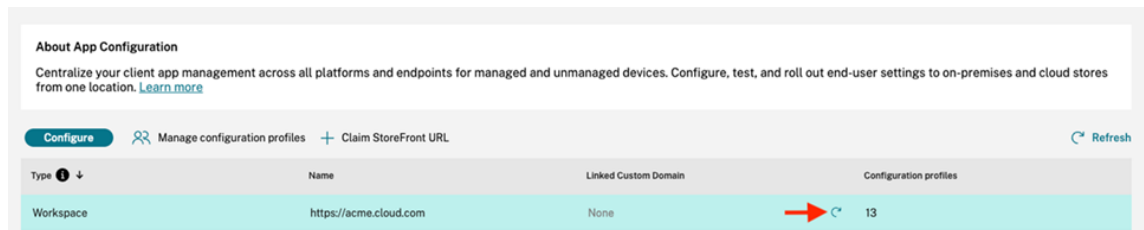
For more information about custom domains, see [Configure a custom domain](#).

Workflow to enable settings for custom domain

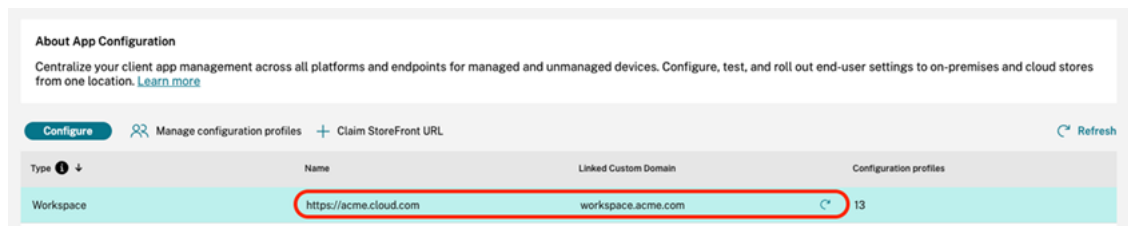
To enable Global App Configuration service settings for custom domains, perform the following:

1. Navigate to **Workspace Configuration > App Configuration**.
2. Locate the **Linked Custom Domain** option for each Workspace URL.

- Click **refresh** icon in the **Linked Custom Domain** column, if a custom domain is configured for the Workspace URL.



The system fetches and populates the mapping between your *custom domain* and the *cloud.com* URL in the column.



Points to remember

For settings to take effect on custom domains:

- Settings might take up to 24 hours to apply for already logged-in users on the Citrix Workspace™ app.
- Wait for 30 minutes after mapping the custom domain to the **cloud.com** URL in GACS.

Compatibility

The following Citrix Workspace app versions support this feature:

- Windows:** Version 2503.10 or later
- Mac:** Version 2503 or later

Citrix Workspace™ security overview

September 1, 2025

User Authentication

Citrix Workspace can be configured to use a wide range of authentication methods. For more details see [Configure authentication](#).

To configure session timeouts, see [Store access](#).

Client connectivity

Clients must connect to Citrix Workspace using HTTPS with TLS 1.2 or higher. For minimum client versions and network connectivity requirements, see [system requirements](#).

Citrix Workspace enables [HTTP Strict Transport Security](#) to require that web browsers only use HTTPS.

App protection

You can use [App protection](#) to prevent screen capture and screen loggers. When using a web browser, this requires [Citrix web extensions](#).

More information

- [Secure Deployment Guide for the Citrix Cloud Platform](#): This guide provides an overview of security best practices when using Citrix Cloud and describes the information Citrix Cloud collects and manages. This guide also contains links to comprehensive information about the Citrix Cloud Connector.
- [Technical security overview](#) for Citrix DaaS.
- [Citrix Trust Center](#): Provides the latest information on our approach to security, privacy, and compliance.



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