



# **Citrix Secure Private Access™ - On premises**

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## Technical overview

August 18, 2025

Citrix Secure Private Access™ on-premises is a customer-managed Zero Trust Network Access (ZTNA) solution that provides VPN less access to Internal web and SaaS applications with the following along with a seamless end-user experience:

- Least privilege principle
- Single sign-on (SSO)
- Multifactor authentication
- Device posture assessment
- Application-level security controls
- App protection features

The solution leverages the StoreFront on-premises and Citrix Workspace™ app to enable a seamless and secure access experience to access web and SaaS apps within Citrix Enterprise Browser. This solution also leverages the NetScaler Gateway to enforce authentication and authorization controls.

Citrix Secure Private Access on-premises solution enhances an organization's overall security and compliance posture with the ability to easily deliver zero-trust access to browser-based apps (internal web and SaaS apps) using the StoreFront™ on-premises portal as a unified access portal to web and SaaS apps, along with virtual apps and desktops as an integrated part of Citrix Workspace.

Citrix Secure Private Access combines the elements of NetScaler® Gateway and StoreFront to deliver an integrated experience for end users and administrators.

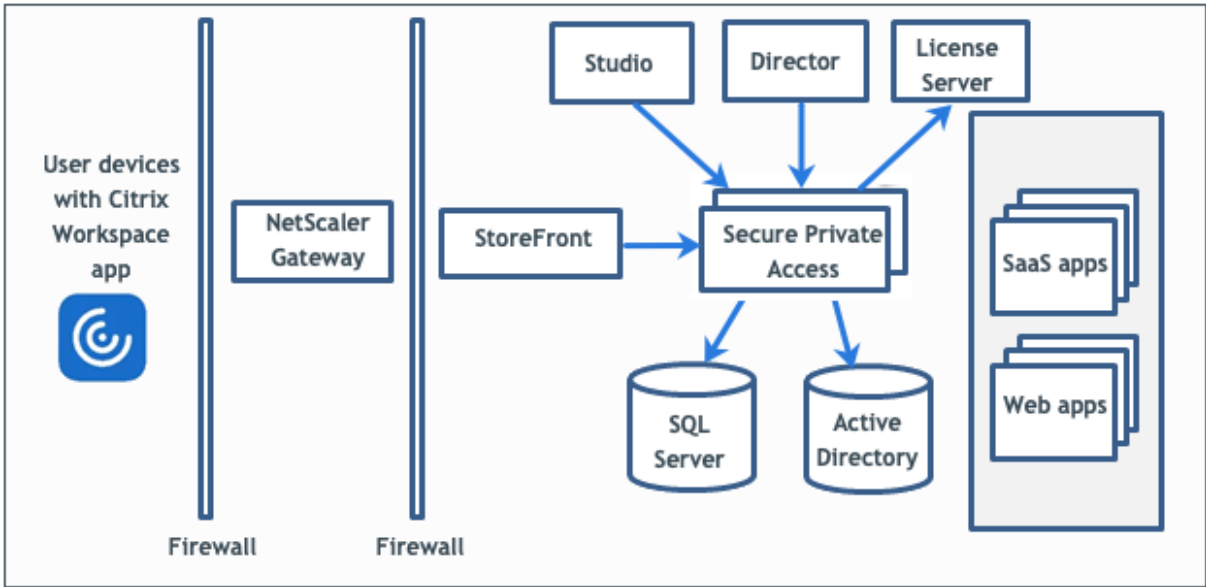
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Functionality	Service/Component providing the functionality
Consistent UI to access apps	StoreFront on-premises/Citrix Workspace app
SSO to SaaS and Web apps	NetScaler Gateway
Multifactor Authentication (MFA) and device posture (aka End-Point Analysis)	NetScaler Gateway
Security controls and App protection controls for web and SaaS apps	Citrix Enterprise Browser
Authorization policies	Secure Private Access
Access enforcement	NetScaler Gateway and Citrix Secure Access™ clients
Configuration and Management	Secure Private Access

Functionality	Service/Component providing the functionality
Visibility, Monitoring, and Troubleshooting	Secure Private Access, NetScaler Console (formerly ADM), and Citrix Director

Components

This illustration shows the components of a typical Secure Private Access deployment.



For information about each component, see [Key components](#).

What’s new

August 18, 2025

December 2024

• **Support for Secure Private Access on-premises solution on FIPS platform**

The Secure Private Access on-premises solution is now supported on NetScaler platforms that comply with Federal Information Processing Standards (FIPS) and running the 13.1–37.219 and later FIPS builds. For more information, see [Federal Information Processing Standards](#).

## June 2024

### Additional access restrictions for the SaaS and internal web apps

Additional access restrictions are now available for the SaaS and internal web apps. Admins can enforce these restrictions through the access policies. For details, see [Available access restrictions](#).

### Support for unsanctioned websites

Access to unsanctioned websites is now supported by the Secure Private Access plug-in. Applications (intranet or internet) that are not configured within Secure Private Access are regarded as “Unsanctioned Websites”. By default, Secure Private Access denies access to all intranet web applications if there are no applications and access policies configured for those applications. For details, see [Unsanctioned websites](#).

### Citrix Secure Private Access™ plug-in integration with the SIEM services

Citrix Secure Private Access is now integrated with the Security Information and Event Management (SIEM). For details, see [SIEM integration](#).

### Troubleshooting log level changed from “Information” to “Error”

The troubleshooting log level is changed from “Information” to “Error” to reduce database load. For details on how to change the log level, see [Change log level for troubleshooting logs](#).

## Fixed issues

August 18, 2025

The following issues are addressed in release 2402.

### Domain Controller configuration

The alternate UPN suffix is not supported by Secure Private Access for Intranet (StoreFront) login and Internet/Extranet (gateway) app enumeration.

## Admin management

Administrator's RBAC role changes are reflected only after the current session is invalidated (by sign out or token expiry).

## Application launch

Application launch fails if all of the following conditions are met:

- Netscaler version 13.0.x, 13.1 prior to 13.1-48.47, 14.1 prior to 14.1-4.42 are used.
- LDAP UPNs are configured with a different suffix than the actual domain.

## Admin console

- The **Edit App** page does not auto close after the **Edit App** page (**Secure Private Access > Applications > Edit Application**) of a published application does not close after a related domain entry is modified.

For example, if the related domain you entered while creating an app was [www.example.com](http://www.example.com). After the app is published, you replace the related domain [www.example.com](http://www.example.com) with [abc.com](http://abc.com), and click **Save**. The **Edit App** page does not close, though the app is updated successfully.

- While adding an app, if the app name contains a comma, a warning is displayed. However, the app is created.
- If an app URL contains [www](http://www), then the URL is saved in the routing domain table (**Settings > Application Domain**) without the prefix [www](http://www).

## Upgrades

If custom SSL certificate is used for the Secure Private Access admin service, the certificate must be bound again to the “Citrix Access Security Admin” site on Internet Information Service (IIS).

## Known issues

August 18, 2025

The following issues exist in release 2405.

**Note:**

Some issues are assigned a tracking ID for internal reference only and these do not have any impact on the customer.

## Domain Controller configurations

- The one-way or two-way trust with trust type as “Forest” between domains across different AD forests isn’t supported.

For example, if a.com and b.com domains are in two different AD forests, and SPA is installed on a machine where the domain is joined to a.com / b.com, then other domain users cannot access SPA published apps.

[SPAOP-2031]

- If the machine’s domain where Secure Private Access for on-premises is installed is different than the domain of the administrator logged in to Secure Private Access, then you must do the following:

Add a different domain service account as identity in the IIS Application pool for both the Secure Private Access admin and runtime service.

- Distribution groups are not supported in Secure Private Access. Therefore, policies cannot search for distribution groups to add user and group conditions.
- Secure Private Access does not capture the domain details in the admin console or service. Hence, it relies completely on the domain that the user provided. Therefore, if the corresponding domain is not accessible or if the domain name is not a valid name, then that domain is not supported.

## NetScaler® Gateway

- The SSL virtual server with SSL profile configuration isn’t supported in the following scenario.
  - The customer is using NetScaler Gateway 13.1–48.47 and later or 14.1–4.42 and later.
  - The `ns_vpn_enable_spa_onprem` toggle is enabled.

**Workaround:**

Bind the SSL parameters configured in the SSL profile directly to the SSL virtual server or disable the `ns_vpn_enable_spa_onprem` toggle.

For details on the toggle, see [Support for smart access tags](#).



## RfWeb / Workspace for web

- RfWeb / Workspace for web isn't supported and hence the apps are not enumerated. For details, see [When using StoreFront version 2311 or later](#).

[SPAOP-2487]

## Application launch

- Application launch fails if LDAP UPN and sAMAccountName are different.

[SPAOP-1412]

## StoreFront™

- In **Stores > Configure Unified Experience**, the default receiver for Website must be configured to /Citrix/<StoreName>Web. In earlier versions of StoreFront, the default receiver for Website is set to a blank value and that does not work for Secure Private Access. Also, the earlier version of the Receiver UI is displayed on the client. For information on StoreFront configuration, see [StoreFront](#).
- If you are using the StoreFront versions 2308 or earlier, the **Stores > Manage Delivery Controllers** page displays the Secure Private Access plug-in type as **XenMobile®**. This doesn't impact the functionality.

## Logging

- Support bundle generation for the cluster isn't supported.
- The logs folders for admin and runtime services must not be deleted. Secure Private Access can't recreate if these folders are deleted.

## Installer display in Uninstall or change a program page

- When you upgrade Secure Private Access from earlier versions to 2405 by using the ISO file, the **Uninstall or change a program** page ( **Control Panel > Programs > Programs and Features**) displays two entries for the Secure Private Access installer instead of replacing the initial entry.

Workaround: Uninstall the old build installer.

### Note:

This issue is not observed when the Secure Private Access standalone installer is upgraded

using the 2402 standalone installer.

## Upgrade

- After you upgrade to 2405, and you edit an existing app whose URL starts with [www](#), then the **App Connectivity** field does not populate the previous state. You must select the app connectivity type again. This is a one-time action post-upgrade after which the configuration is saved and continues to persist.

[SPAOP-4216]

- After you upgrade to 2405, though you can log on to the admin console, you cannot manage applications and policies. An error message appears.

Workaround: You must upgrade the database using the scripts. For details, see [Upgrade the database using scripts](#).

[SPAOP-5255]

- After you upgrade to 2405, application enumeration and application launch fail.

Workaround: You must upgrade the database using the scripts. For details, see [Upgrade the database using scripts](#).

[SPAOP-5255]

- You cannot upgrade the Secure Private Access plug-in from version 2402 to 2405 if the 2402 plug-in was installed using the Delivery Controller.

[SPAOP-4505]

## System requirements

August 18, 2025

Ensure that your product meets the minimal version requirements.

- Citrix Workspace™ app
  - Windows –2403 and later
  - macOS –2402 and later
- Operating system for Secure Private Access plug-in server - Windows Server 2019 and later.
- StoreFront™ –LTSR 2203 or CR 2212 and later.

- NetScaler –13.0, 13.1, 14.1, and later. It is recommended to use the latest builds of the NetScaler Gateway version 13.1 or 14.1 for optimized performance.
- NetScaler FIPS - 13.1-37.219 and later FIPS builds.
- Director 2402 or later.
- Communication ports: Ensure that you have opened the required ports for the Secure Private Access plug-in. For details, see [Communication ports](#).

**Note:**

The Secure Private Access for on-premises is not supported on Citrix Workspace app for iOS and Android.

## Prerequisites

For creating or updating an existing NetScaler® Gateway, ensure that you have the following details:

- A Windows server machine with IIS running, configured with a SSL/TLS certificate, on which the Secure Private Access plug-in will be installed.
- StoreFront store URLs to enter during the setup.
- Store on StoreFront must have been configured and the Store service URL must be available. The format of the Store service URL is <https://store.domain.com/Citrix/StoreSecureAccess>.
- NetScaler Gateway IP address, FQDN, and NetScaler Gateway Callback URL.
- IP address and FQDN of the Secure Private Access plug-in host machine (or a load balancer if the Secure Private Access plug-in is deployed as a cluster).
- Authentication profile name configured on NetScaler.
- SSL server certificate configured on NetScaler.
- Domain name.
- Certificate configurations are complete. Admins must ensure that the certificate configurations are complete. The Secure Private Access installer configures a self-signed certificate if no certificate is found in the machine. However, this might not always work.
- Databases: The following is the list of supported Microsoft SQL server versions for the site configuration, configuration logging, and monitoring databases:
  - SQL Server 2022, Express, Standard, and Enterprise Editions.
  - SQL Server 2019, Express, Standard, and Enterprise Editions.
  - SQL Server 2017, Express, Standard, and Enterprise Editions.

For new installations: By default, SQL Server Express 2017 with Cumulative Update 16 is installed when installing the Controller, if an existing supported SQL Server installation is not detected.

For upgrades, any existing SQL Server Express version is not upgraded.

The following database high availability solutions are supported (except for SQL Server Express, which supports only standalone mode):

- SQL Server Always On Failover Cluster Instances
- SQL Server AlwaysOn Availability Groups (including Basic Availability Groups)
- SQL Server Database Mirroring

Windows authentication is required for connections between the Controller and the SQL Server site database.

For more information about the databases, see [Databases](#).

**Note:**

The Runtime service (secureAccess application in the IIS default website) requires anonymous authentication to be enabled as it does not support Windows authentication. These settings are set by the Secure Private Access installer by default and must not be changed manually.

## Admin account requirements

The following administrator accounts are required while setting up Secure Private Access.

- Install Secure Private Access: You must be logged in with a local machine administrator account.
- Set Up Secure Private Access: You must sign into the Secure Private Access admin console with a domain user which is also a local machine administrator for the machine where Secure Private Access is installed.
- Manage Secure Private Access: You must sign into the Secure Private Access admin console with a Secure Private Access administrator account.

## Communication ports

The following table lists the communication ports that are used by the Secure Private Access plugin.

Source	Destination	Type	Port	Details
Admin Workstation	Secure Private Access plug-in	HTTPS	4443	Secure Private Access plug-in - Admin console
Secure Private Access plug-in	NTP Service	TCP, UDP	123	Time synchronization
	DNS Service	TCP, UDP	53	DNS lookup
	Active Directory	TCP, UDP	88	Kerberos
	Director	HTTP, HTTPS	80, 443	Communication to Director for performance management and enhanced troubleshooting
	License server	TCP	8083	Communication to license server for collecting and processing licensing data
		TCP	389	LDAP over Plaintext (LDAP)
		TCP	636	LDAP over SSL (LDAPS)
	Microsoft SQL Server	TCP	1433	Secure Private Access plug-in - Database communication
	StoreFront	HTTPS	443	Authentication validation
	NetScaler Gateway	HTTPS	443	NetScaler Gateway Callback
StoreFront	NTP Service	TCP, UDP	123	Time synchronization
	DNS Service	TCP, UDP	53	DNS lookup
	Active Directory	TCP, UDP	88	Kerberos
		TCP	389	LDAP over Plaintext (LDAP)

Source	Destination	Type	Port	Details
NetScaler Gateway		TCP	636	LDAP over SSL (LDAPS)
		TCP, UDP	464	Native Windows authentication protocol to allow users to change expired passwords
	Secure Private Access plug-in	HTTPS	443	Authentication and application enumeration
	NetScaler Gateway	HTTPS	443	NetScaler Gateway Callback
	Secure Private Access plug-in	HTTPS	443	Application authorization validation
	StoreFront	HTTPS	443	Authentication and Application enumeration
NetScaler Gateway	Web applications	HTTP, HTTPS	80, 443	NetScaler Gateway communication to configured Secure Private Access applications <i>(Ports can differ based on the application requirements)</i>
User Device	NetScaler Gateway	HTTPS	443	Communication between end-user device and NetScaler Gateway

## References

- [Authentication profiles](#).
- [How Authentication Policies Work](#).
- [Bind an SSL Certificate to a Virtual Server \(SSL\) on NetScaler](#).

## Sizing guidelines

August 18, 2025

### Database storage requirements

Most of the database storage is consumed by the logs. The storage space consumption by the application and policy configuration is negligible when compared to the logs.

The following figure displays the server storage requirements:

Number of users	Number of Secure Private Access server nodes	Secure Private Access node configuration			SQL Server (Secure Private Access Database only)			Active Directory		StoreFront	
		CPU	Memory (GB)	Storage (GB)	CPU	Memory (GB)	Storage (GB)	CPU	Memory (GB)	CPU	Memory (GB)
1000	3	8	16	80	4	16	250	4	16	4	16
5000	8	8	16	80	16	16	750	16	16	4	16

#### Note:

- The metrics are derived based on the assumption that the log event cleanup is disabled and the log retention period is set to 7 days.
- By default, the logs are retained for 90 days or up to 100 K log events are retained depending on the configured settings. These settings are available in the Secure Private Access Runtime service appsettings.json file and can be modified as required. For details, [Settings to retain event logs](#).

### Server configuration

The following table displays the server configuration details:

Configuration	Details
Total number of applications	250
Total number of policies	50
Number of apps per user	15
AD configuration	Users are part of 20 groups, upto 20 levels of nesting
Troubleshooting log retention period	7 days (default)
Troubleshooting Log level	Error (default)
Secure Private Access server log retention	90 days or 600 files

## Traffic Profile

The following table displays the traffic profile details per day per user.

Profile	Details
Enumerations	10
Enterprise browser policy sync	20
App launch from Citrix Workspace™ app	4
App access from Citrix Enterprise Browser™	500
Help desk troubleshooting requests (per day), through Citrix Director	1000

## Deployment guidelines

The following table displays the database sizing requirement based on parameters such as concurrent app access user sessions, app enumeration per minute, and CPUs used by Secure Private Access:



Concurrent app access user sessions	App enumeration per min	Secure Private Access memory in GB	Secure Private Access CPUs	Storage in GB	Notes
< 20 (PoC purposes)	2	4 GB	2	40 GB*	For PoC purposes SPA can be deployed on the same machine as StoreFront™ without any change in existing VMs specs.
20	5	8 GB	4	60 GB	-
160**	18	16 GB	4***	60 GB	2 or more SPA nodes can be deployed for better performance

**Note:**

- ★ The storage is mainly consumed by CDF logs. By default, Secure Private Access keeps 600 rollover log files with each file of size 10 MB. So if both Secure Private Access admin and runtime services are running in the same machine, the maximum storage utilization by the logs is 12 GB. Also, SQL express can be installed on the local VM for PoC purposes.
- \*\* For this load profile and higher, it's recommended to deploy Secure Private Access on a dedicated server instead of co-hosting with StoreFront, unless the NetScaler Gateway version is lesser 13.0 or lesser than 13.1-48.47.
- \*\*\* It is recommended that you use at least 2 Secure Private Access nodes cluster for such load as there some known performance issues. These issues are planned to be addressed in the upcoming releases.

**Other components configuration**

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Component	vCPUs	Memory
Secure Private Access plug-in	8	16 GB
Secure Private Access SQL server	8	16 GB
StoreFront	16	8 GB
Gateway	4	8 GB
Active Directory	8	14 GB
Client	4	8 GB

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## Install and configure

August 18, 2025

The secure Private Access installer is available as a standalone installer or as part of the integrated Citrix Virtual Apps and Desktops installer. For details, see [Install core components](#) or [Install using the command line](#).

Once the installation is complete, the first-time setup admin console opens automatically in the default browser window. You can click **Continue** to set up Secure Private Access. You can also see the Secure Private Access shortcut on the desktop Start menu (**Citrix > Citrix Secure Private Access™**).

### Admin account requirements to install and manage Secure Private Access

- To install Secure Private Access, you must be logged in with a local machine administrator account.
- To set up Secure Private Access, you must sign into the Secure Private Access admin console with a domain user which is also a local machine administrator for the machine where Secure Private Access is installed.
- After the setup is complete, that user becomes the first Secure Private Access administrator and can then add other administrators.
- To manage Secure Private Access after the setup, you must sign into the Secure Private Access admin console with a Secure Private Access administrator account.

## Set up Secure Private Access

You can set up Secure Private Access by completing the following steps:

- [Set up Secure Private Access by creating a new site](#) or [Set up Secure Private Access by joining an existing site](#)
- [Configure databases](#)
- [Integrate StoreFront, NetScaler Gateway, Director, and License servers](#)

## Configure applications and access policies

After you set up the Secure Private Access environment, you must configure applications and access policies for applications.

- [Configure applications](#)
- [Configure access policies for the applications](#)

## Secure Private Access installer

August 18, 2025

The Secure Private Access 2405 installer is available as a standalone installer that installs/upgrades only the Secure Private Access component.

### Note:

Secure Private Access 2405 can also be installed through the meta installer using the MSIs. For details, see <https://www.citrix.com/downloads/citrix-secure-private-access/spa-onprem-standalone/spa-2405.html>.

## Admin account requirements to install and manage Secure Private Access

- To install Secure Private Access, you must be logged in with a local machine administrator account.
- To set up Secure Private Access, you must sign into the Secure Private Access admin console with a domain user which is also a local machine administrator for the machine where Secure Private Access is installed.
- After the setup is complete, that user becomes the first Secure Private Access administrator and can then add other administrators.

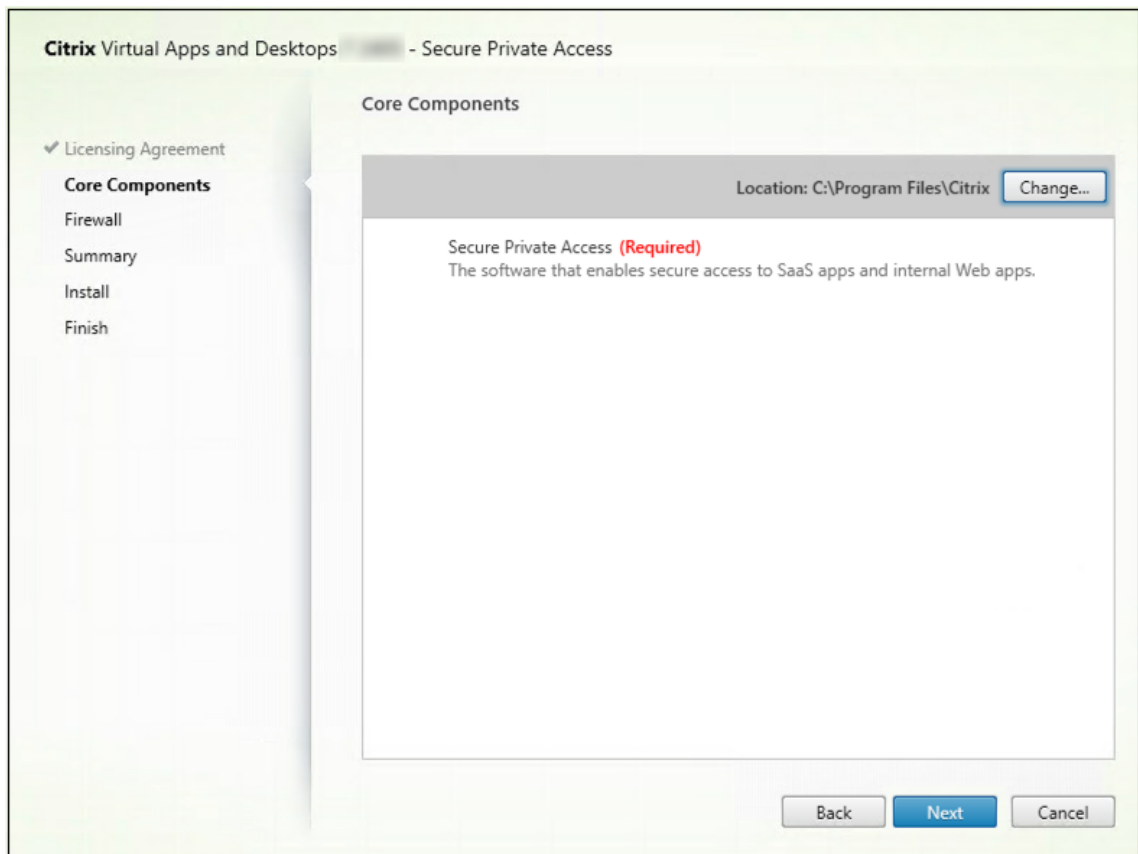
- To manage Secure Private Access after the setup, you must sign into the Secure Private Access admin console with a Secure Private Access administrator account.

**Perform the following steps to install Secure Private Access:**

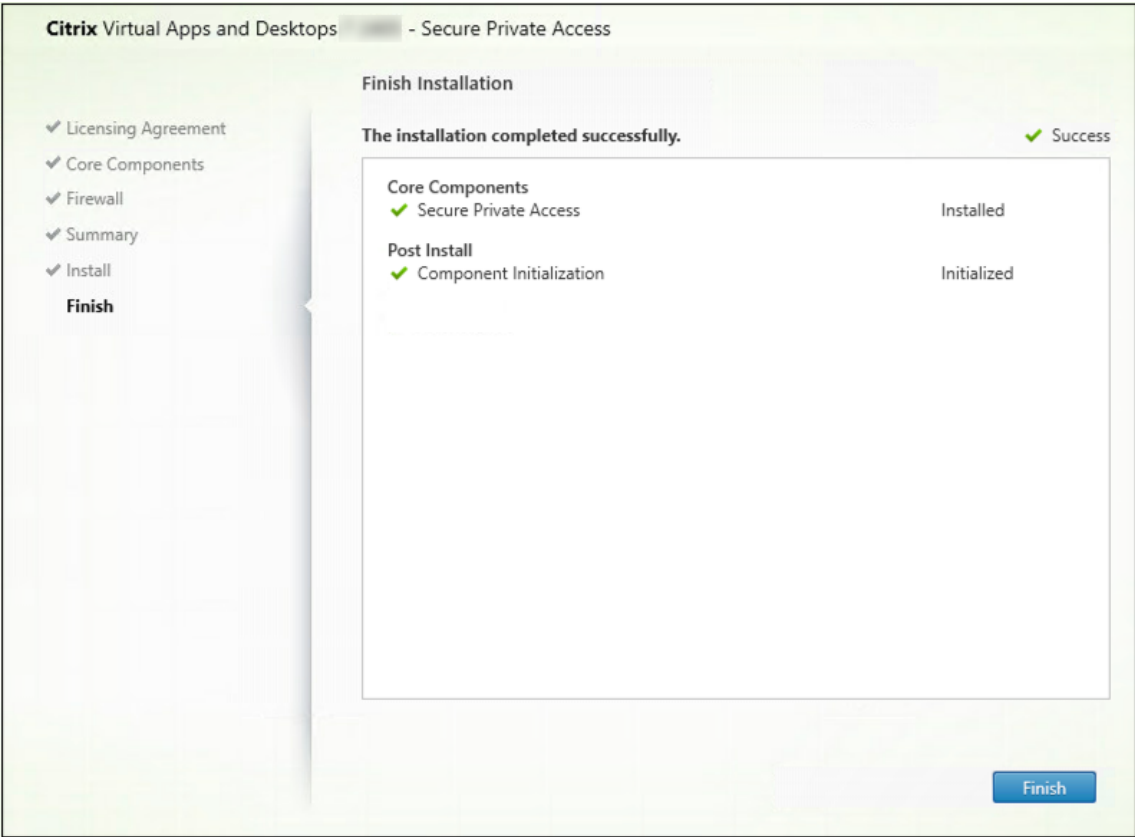
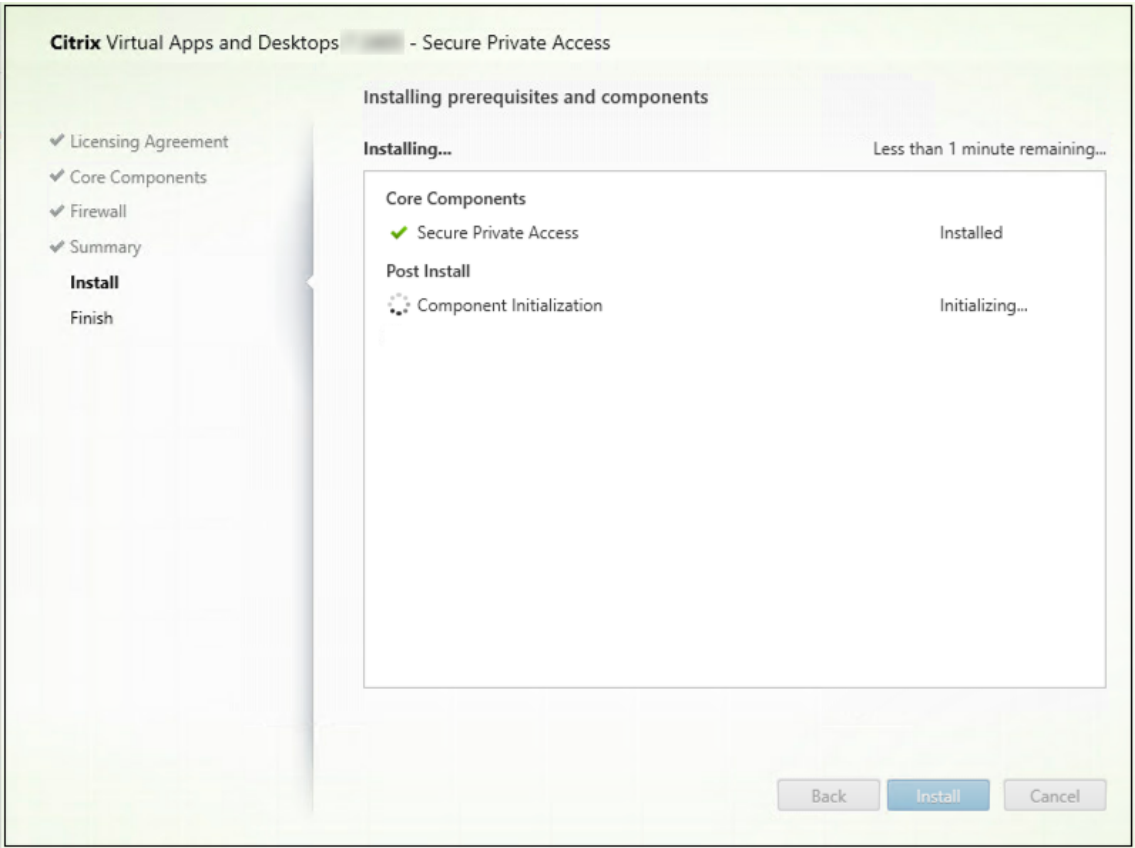
1. Download the Secure Private Access 2405 installer from <https://www.citrix.com/downloads/citrix-secure-private-access/spa-onprem-standalone/>.
2. Run the .exe as an administrator on a domain joined machine.
3. Follow the on-screen instructions to complete the installation.

**Note:**

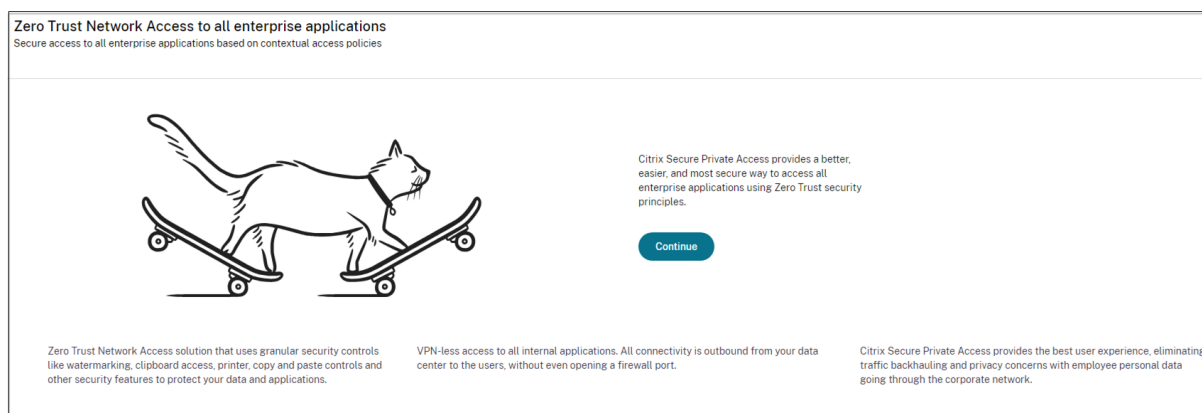
For POC purposes, it is recommended that you install Secure Private Access on the same machine on which StoreFront™ is installed.



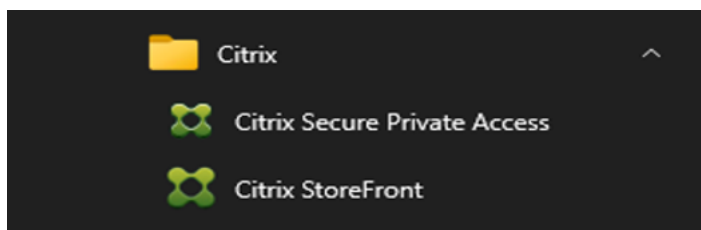
4. Follow the on-screen instructions to complete the installation.



Once the installation is complete, the first-time setup admin console opens automatically in the default browser window. You can click **Continue** to set up Secure Private Access.



You can also see the Secure Private Access shortcut on the desktop Start menu (**Citrix > Citrix Secure Private Access™**).



### SSO to admin console

It is recommended that you configure Kerberos authentication for the browser that you use for the Secure Private Access admin console. This is because Secure Private Access uses Integrated Windows Authentication (IWA) for its admin authentication.

If Kerberos authentication isn't set, you're prompted by the browser to enter your credentials when accessing the Secure Private Access admin console.

- If you enter your credentials, you enable Integrated Windows Authentication (IWA) sign on.
- If you do not enter your credentials, you're presented with the Secure Private Access sign-on page.

You must sign into the admin console to continue with the Secure Private Access setup. You can set up Secure Private Access with any user who belongs to the same domain as the installation machine, if the user has local administrator privileges on the installation machine.

For Google Chrome and Microsoft Edge browsers, perform the following steps to enable Kerberos.

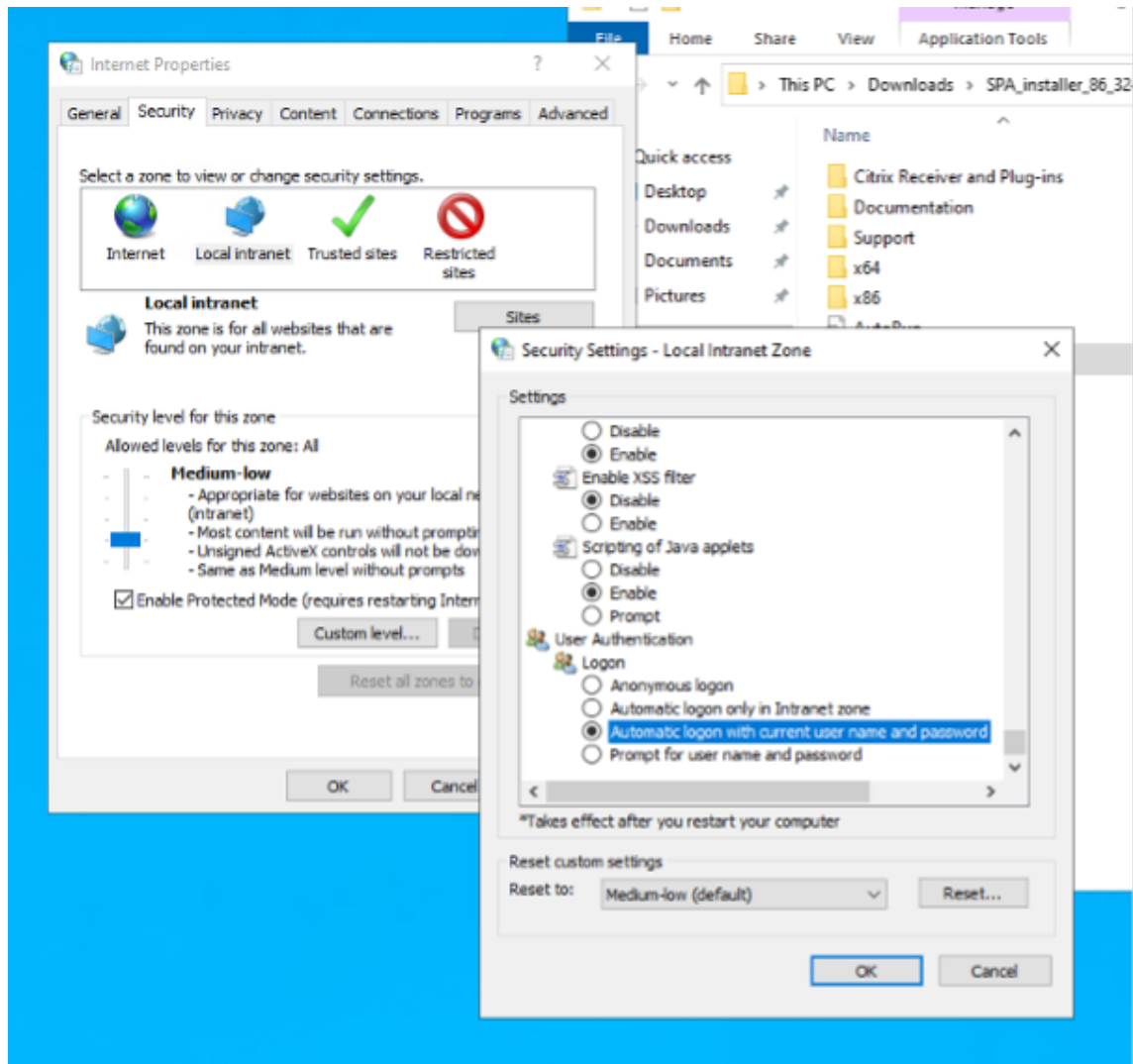
1. Open **Internet Options**.

2. Select the **Security** tab and click **Local Intranet Zone**.

3. Click **Sites** and add the Secure Private Access URL.

You can also use a wildcard if planning to install Secure Private Access on multiple machines. For example, "[https://\\*.fabrikam.local](https://*.fabrikam.local)".

4. Click **Custom Level** and in **User Authentication > Logon**, select **Automatic logon with current user name and password**.



#### Note:

- If using Chrome Incognito sessions, create a DWORD registry key Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\Google\Chrome\Incognito and set to value 1.
- You must restart all Chrome windows (including non-Incognito windows) before Kerberos gets enabled for the Incognito mode.
- For other browsers, check the specific browser's documentation on Kerberos authentication.

## Next steps

- [Set up Secure Private Access](#)
- [Configure NetScaler Gateway](#)
- [Configure applications](#)
- [Configure access policies for the applications](#)

## Set up Secure Private Access

September 4, 2025

You can set up Secure Private Access by creating a new site or by joining an existing site. In both scenarios, you can use the web admin console to set up the Secure Private Access environment.

- [Set up Secure Private Access by creating a new site](#)
- [Set up Secure Private Access by joining an existing site](#)

## Prerequisites

- You must sign into the Secure Private Access admin console with a domain user, which is also a local machine administrator for the machine where Secure Private Access is installed.
- The SQL database server must be installed before creating a site.
- If you have multi-domain environments, ensure to establish domain trust between the Active Directory domains located in different forests. For details, see [Multi-domain environments](#).

## Set up Secure Private Access by creating a new site

### Step 1: Set up a Secure Private Access site

A site is the name of your Secure Private Access deployment. You can either create a site or join an existing site.

1. Launch the Secure private access web admin console.
2. On the **Creating or Joining a Site** page, **Create a new Secure Private Access site** is selected, by default.
3. Click **Next**.



The screenshot shows the 'Zero Trust Network Access to all enterprise applications' setup window. On the left is a vertical navigation pane with four steps: 1. Site (selected with a checkmark), 2. Database, 3. Integrations, and 4. Summary. The main area is titled 'Step 1: Creating or joining a site' with a subtitle 'A Secure Private Access site is a cluster of servers that all share the same configuration.' There are two radio button options: 'Create a new Secure Private Access site' (which is selected) and 'Join an existing Secure Private Access site'. Below the first option is the text 'Select this option if this is your first time installing Secure Private Access.' Below the second option is the text 'Select this option to add additional instances to an existing Secure Private Access site.' At the bottom right is a blue 'Next' button.

When you choose to create a site, you must automatically or manually configure a database for the new site as the database corresponding to the site name might not be available in the setup.

### Step 2: Configure databases

You must create a database for the new Secure Private Access site. This can be done manually or automatically.

1. In **SQL Server Host**, enter the server host name. For example, `sql1.fabrikam.local\citrix`.

You can specify a database address in one of the following forms:

- ServerName
- ServerName\InstanceName
- ServerName,PortNumber

For more information, see [Databases](#).

2. In **Site**, type a name for the Secure Private Access site.

#### Note:

The site name that you enter is suffixed to the database name. The database name format is `CitrixAccessSecurity<site name>` and cannot be modified. If you must customize the database name, contact Citrix Support.

3. Click **Test connection** to check that the SQL server instance is valid and also to confirm that the specified database exists for the site.

## Zero Trust Network Access to all enterprise applications

Secure access to all enterprise applications based on contextual access policies

✓ Site

✓ Database

3 Integrations

4 Summary

### Step 2: Database configuration

Every site requires its own database, which must be created by the database administrator or the machine identity. You can create the database on the same SQL server where you host the Citrix Virtual Apps and Desktops databases.

Enter the SQL Server address that will host the database and enter your desired site name.

SQL Server host \* ⓘ

Site name \* ⓘ

spaopdev-sql.spaopdev.local\spaopdev

LTSR2402

Test connection

Select how you would like to create and/or configure your database:

☒ Automatically

With this option, we'll automatically configure the database for you. If the database doesn't exist, we'll automatically create one. For the automatic creation and configuration to work, the machine identity must have Create Table, Read, Write, and Delete privileges.

Note: Your chosen site name determines your database name. If you create the database yourself, make sure the database name is in the format of "CitrixAccessSecurity<Site Name>".

For example, "CitrixAccessSecurityLTSR2402".

☐ Manually

Download script

With this option, you must manually create and configure the database yourself. After creating an empty database, download the script and share it with your database administrator. They must run the script on your chosen SQL Server host. After running the script, test the connection again.

Note: Your chosen site name determines your database name. If you create the database yourself, make sure the database name is in the format of "CitrixAccessSecurity<Site Name>".

For example, "CitrixAccessSecurityLTSR2402".

Back

Next

## Note:

- If an SQL server is not available for the site, the connectivity check fails.
- If an SQL server is available but the database does not exist, the connectivity check passes. However, a warning message is displayed.
- Secure Private Access uses Windows authentication using machine Identity to authenticate to an SQL server.

## Automatic configuration:

- You can use the **Automatic Configuration** option only if the machine identity has the required database privileges.
- If a database does not exist at the specified address, a database is automatically created.
- When you create a database, ensure that it is empty but has the required database privileges. For details about the privileges, see [Permissions required to set up databases](#).

## Manual configuration:

You can use the **Manual Configuration** option to set up the databases.

In manual configuration, you must first download the scripts and then run the scripts on the database server that you have specified in the **SQL Server Host** field.

**Note:**

The database creation might fail if the machine does not have the READ, WRITE, UPDATE permissions to create tables within the database on the SQL server. You must enable appropriate permissions on the machine. For details, see [Permissions required to set up databases](#).

### Step 3: Integrate servers

You must specify StoreFront and NetScaler® Gateway server details to connect Secure Private Access with StoreFront and NetScaler Gateway servers. This connection must be established to enable StoreFront and NetScaler Gateway to route traffic to Secure Private Access. You must also specify the Director server and license server details.

1. Enter the following details.
  - **Secure Private Access server address.** For example, <https://secureaccess.domain.com>.
  - **StoreFront Store URL.** For example, <https://storefront.domain.com/Citrix/StoreMain>.
  - **Public NetScaler Gateway Address** –URL of the NetScaler Gateway. For example, <https://gateway.domain.com>.
  - **Virtual IP address** –This virtual IP address must be the same as the one configured in StoreFront for callbacks.
  - **Callback URL** –This URL must be the same as the one configured in StoreFront. For example, <https://gateway.domain.com>.
  - **Director URL:** - (Optional) The Director server IP address or FQDN to connect Secure Private Access with Citrix Director.
  - **License server URL:** - The License server IP address to collect and process licensing data.
2. Click **Validate all URLs**
3. Click **Next** and then click **Save**.

## Zero Trust Network Access to all enterprise applications

Secure access to all enterprise applications based on contextual access policies

✓ Site

✓ Database

3 Integrations

4 Summary

### Step 3: Integrations

Connect with StoreFront and NetScaler Gateway servers so they can route traffic to Secure Private Access servers.

**Secure Private Access address \***  
Enter the address of your Secure Private Access server or the load balancer managing traffic for your Secure Private Access servers. The address doesn't need to be a public address.

 ✓

**StoreFront Store URL \***  
Enter your complete StoreFront Store URL.

 ✓

[+ Add another Store URL](#)

**Public NetScaler Gateway address \***  
Enter all the addresses of the NetScaler Gateways accessing StoreFront. If you have a Global Server Load Balancing (GSLB) deployment, add the GSLB addresses as well.

 ✓

[+ Add another public address](#)

**NetScaler Gateway virtual IP address and callback URL \***  
Enter the callback URL and virtual IP (VIP) address from each NetScaler Gateway. Each entry must match the values configured in StoreFront.  
[Learn more](#)

Virtual IP address \* ⓘ

Callback URL \* ⓘ

 ✓

[+ Add another virtual IP address and callback URL](#)

**Director URL \***  
Utilize the monitoring capabilities of Director in Secure Private Access. Enter the Director URL to configure Director for use in Secure Private Access. You must also use the configuration tool for Director as described in the [product documentation](#).

 ✓

**License Server URL \***  
A license server is a mandatory component required to collect and process licensing data. Enter the License Server URL to configure this component.

 ✓

[Test all URLs](#)

[Back](#) [Next](#)

## Step 4: Configuration summary

After the configuration is complete, validation is done to ensure that the servers that are configured are reachable. Also, a check is done to ensure that the Secure Private Access server is reachable.

If the configuration summary page displays any errors, see [Troubleshooting errors](#) for details. If this does not solve the issue, contact Citrix Support.

Zero Trust Network Access to all enterprise applications

Secure access to all enterprise applications based on contextual access policies

✓ Site

✓ Database

✓ Integrations

✓ Summary

Step 4: Summary

Review the summary of your Secure Private Access setup.

Administration

You are a full administrator on this site and can add other administrators if needed.

Configurations

SQL Server Database has been configured.

StoreFront has been configured.

NetScaler Gateway connected.


Director connected.

License Server connected.

Secure Private Access server connected.

Close

After the setup is complete, the following page displayed once you click **Close** on the **Summary** page.



### You're almost done setting up

Finish the following tasks to complete the setup. These items are essential for publishing applications and policies.

✓

#### Configure Gateway

You must configure your Citrix Gateway for use with Secure Private Access by downloading the necessary scripts from the Gateway Downloads page.

Get Gateway scripts

Mark as done

✓

#### Configure StoreFront

You must configure StoreFront for use with Secure Private Access by downloading and running the necessary scripts.

Download StoreFront scripts

✓

#### Director

To connect with Director for real-time diagnostics, you must use the configuration tool to configure Director with Secure Private Access as described in the product documentation.


Go to Director documentation

Mark as done

#### Service overview

<div>Active users ⓘ</div> <div>65</div>	<div>Applications ⓘ</div> <div>319</div>	<div>Application launch count ⓘ</div> <div>316</div>	<div>Access policies ⓘ</div> <div>30</div>
---	--	--	--


#### Troubleshooting resources



##### Troubleshooting and Logs

View app access status and information for apps configured within Secure Private Access.


Go to Troubleshooting Logs



##### Director

Search by end user in Director to view and triage Secure Private Access session activity.

Go to Director



##### Gateway

Log into your Gateway appliance to track sessions and manage single sign-on across all applications.

Activate Windows  
Go to Settings to activate Windows.

### Note:

- After you have set up the environment, you can modify the settings from **Settings > Integrations** in the web admin console.
- The administrator that installs Secure Private Access the first time is granted full permission. This administrator can then add other administrators to the setup. You can view the list of administrators from **Settings > Administrators**.
- You can also add administrator groups so that access is enabled for all the administrators in that group.

For details, see [Manage settings after installation](#).

## Set up Secure Private Access by joining an existing site

1. On the **Creating or Joining a Site** page, select **Join an existing site**, and then click **Next**.

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Zero Trust Network Access to all enterprise applications

Secure access to all enterprise applications based on contextual access policies

✓ Site

2 Database

3 Summary

Step 2: Database configuration

Enter the database information for the existing Secure Private Access site. This machine identity must have Read and Write permissions for this database.

SQL Server host \* ⓘ

Site name \* ⓘ

i.e.: sql.example.com,1433

i.e.: Site1

Test connection

Select how you would like to create and/or configure your database:

☒ Automatically

With this option, we'll automatically configure the database for you. For the automatic configuration to work, the machine identity must have Create Table, Read, Write, and Delete privileges.

☐ Manually

Download script

With this option, you must download the script to give Read and Write permissions to the machine. After downloading the script, share it with your database administrator. They must run the script on your chosen SQL Server host. After running the script, test the connection again.

Back

Next

2. In **SQL Server Host**, enter the server host name. Ensure that a database corresponding to the site name that you enter is already present in the SQL server that you have selected. You can specify a database address in one of the following forms:

- ServerName
- ServerName\InstanceName
- ServerName,PortNumber

For more information, see [Databases](#).

3. In **Site**, type a name for the Secure Private Access site.
4. Click **Test connection** to check that the SQL server instance is valid and also to confirm that the specified site exists in the database.

**Zero Trust Network Access to all enterprise applications**  
Secure access to all enterprise applications based on contextual access policies

✓ Site

2 Database

3 Summary

### Step 2: Database configuration

Enter the database information for the existing Secure Private Access site. This machine identity must have Read and Write permissions for this database.

SQL Server host \* ⓘ  
xa03-spa.training.local\SQLEXPRESS

Site name \* ⓘ  
SPAopv2308

Test connection

Select how you would like to create and/or configure your database:

☒ Automatically  
With this option, we'll automatically configure the database for you. For the automatic configuration to work, the machine identity must have Create Table, Read, Write, and Delete privileges.

☐ Manually [Download script](#)  
With this option, you must download the script to give Read and Write permissions to the machine. After downloading the script, share it with your database administrator. They must run the script on your chosen SQL Server host. After running the script, test the connection again.

Back

Next

If there is no corresponding database for the site, the connectivity check fails.

5. Click **Save**.

The configuration validation check happens to ensure that the SQL database server is configured and to check that the Secure Private Access server is reachable.

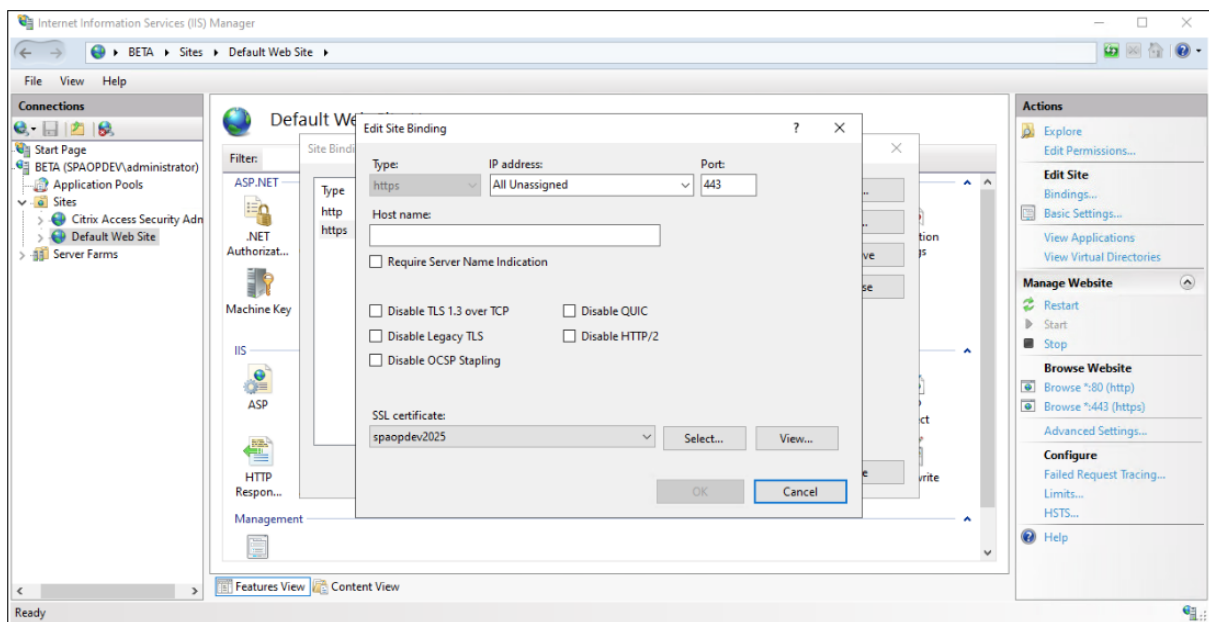
### Disable the HTTP2 setting

Secure Private Access for on-premises operates within the Internet Information Services (IIS) environment. Consequently, any potential common vulnerability affecting HTTP/2 within IIS is directly addressed and patched by Microsoft. In the interim, customers can mitigate this vulnerability by manually modifying the HTTP/2 setting directly within IIS ensuring that Secure Private Access for on-premises solution remains protected even before an official patch is released.

Perform the following steps to disable HTTP2 per site.

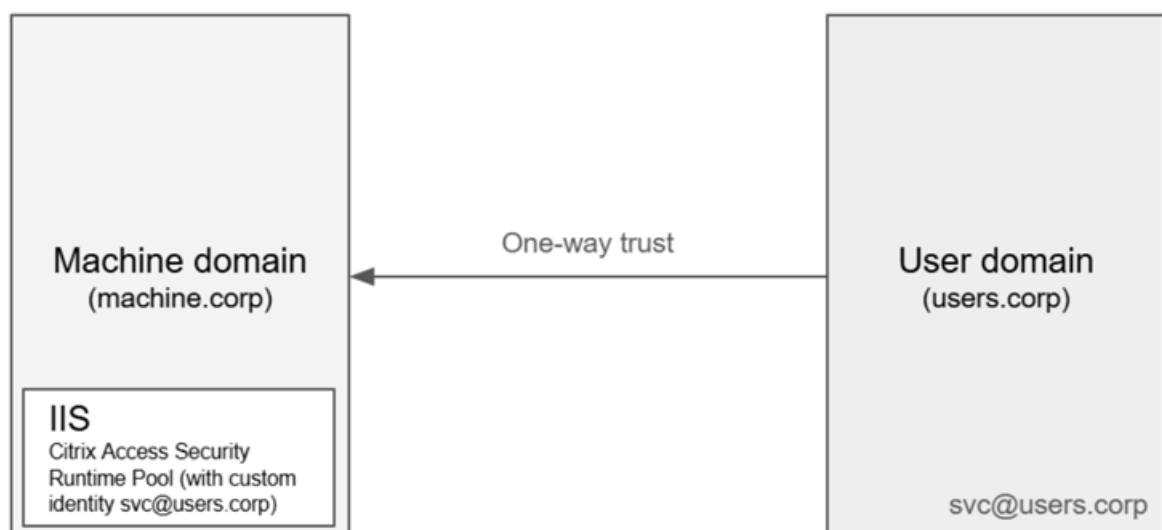
1. Open the Internet Information Services (IIS) manager.
2. In the navigation pane, expand **Sites** and select **Default Web Site**.
3. In the **Actions** pane, click **Bindings** and modify the HTTPS binding by selecting the **Disable HTTP/2** checkbox.
4. Save and restart the IIS manager.





## Multi-domain environments

Secure Private Access on-premises deployment supports multi-domain environments where the machine server and user account servers reside in different Active Directory domains. This cross-domain deployment capability offers flexibility in managing infrastructure and user identities. However, for this environment to be successful, at least a one-way trust relationship must be established between the Active Directory domains located in different forests.



To establish domain trust for Secure Private Access on-premises deployment in multi-domain environments, the following prerequisites must be met:

- The service account from the machine domain (example, Domain B) used for initial configuration must be provisioned in the user account domain (example, Domain A).

**Note:**

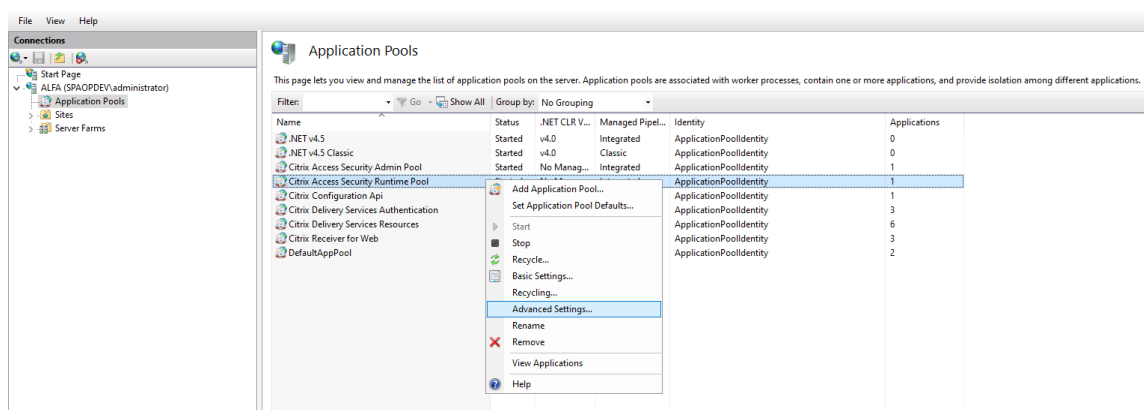
The service account must be added in the IIS for the Citrix Access Security Runtime Service Pool. The service account does not require admin privileges. For details, see [Steps to configure the service account](#).

- If the installation server (in Domain A, referred to as “server domain a”) is also in Domain A, the service account must be created as a database user with ‘db owner’ permissions within the relevant database instance.

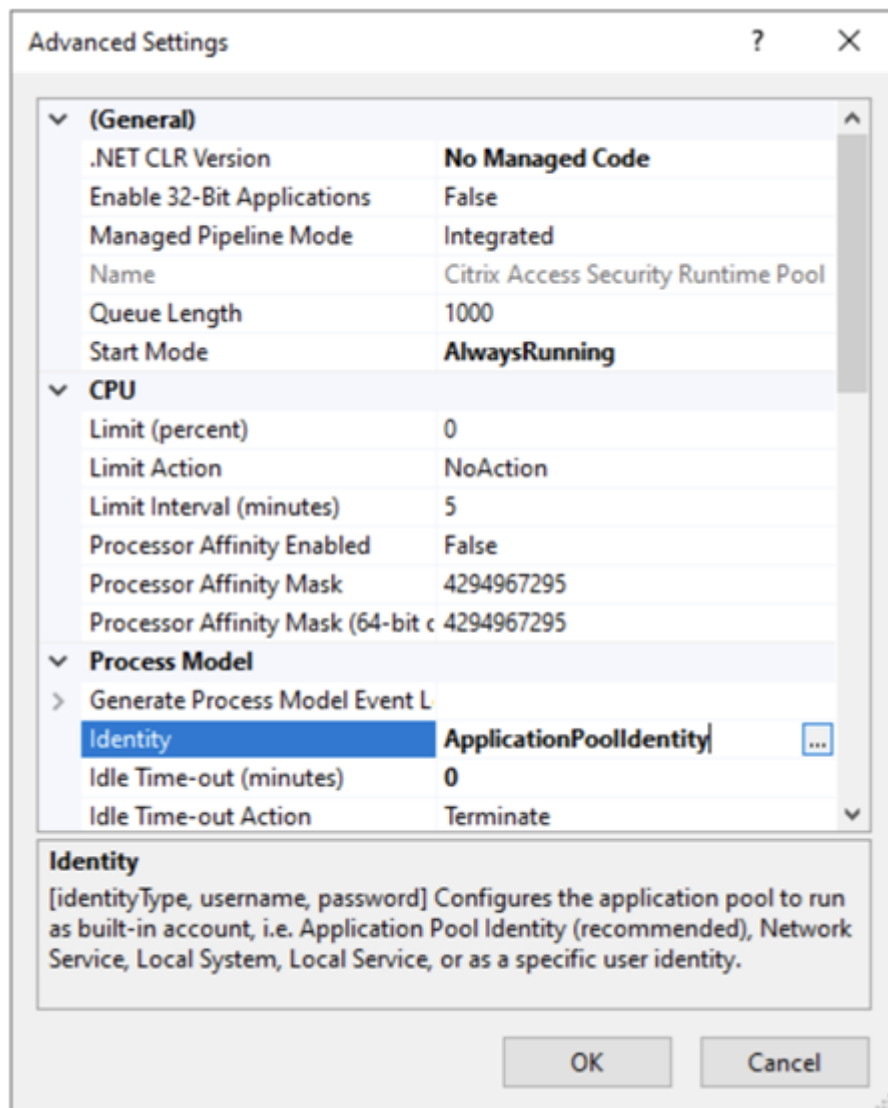
## Configure the service account

Perform the following steps to configure the service account:

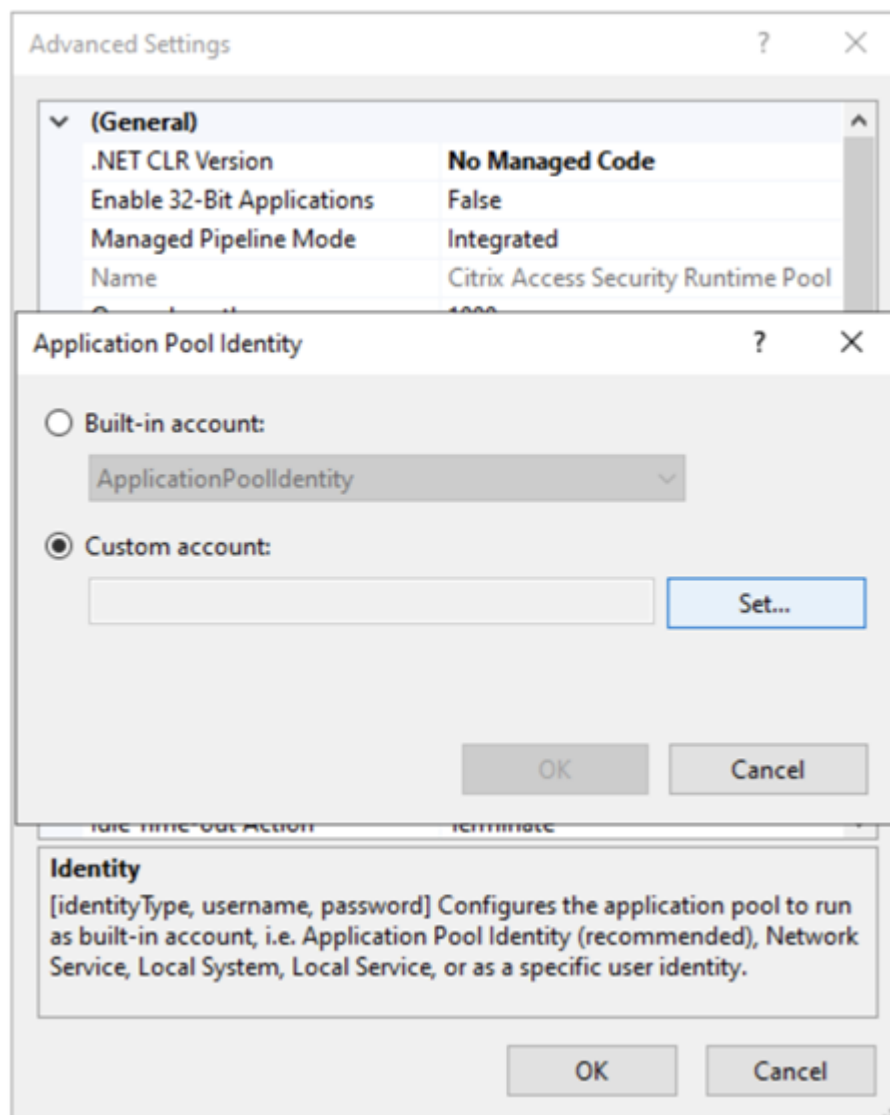
1. Launch the Internet Information Services (IIS) manager.
2. Under the site server, select **Application Pools > Citrix Access Security Runtime Pool > Advanced Settings**.



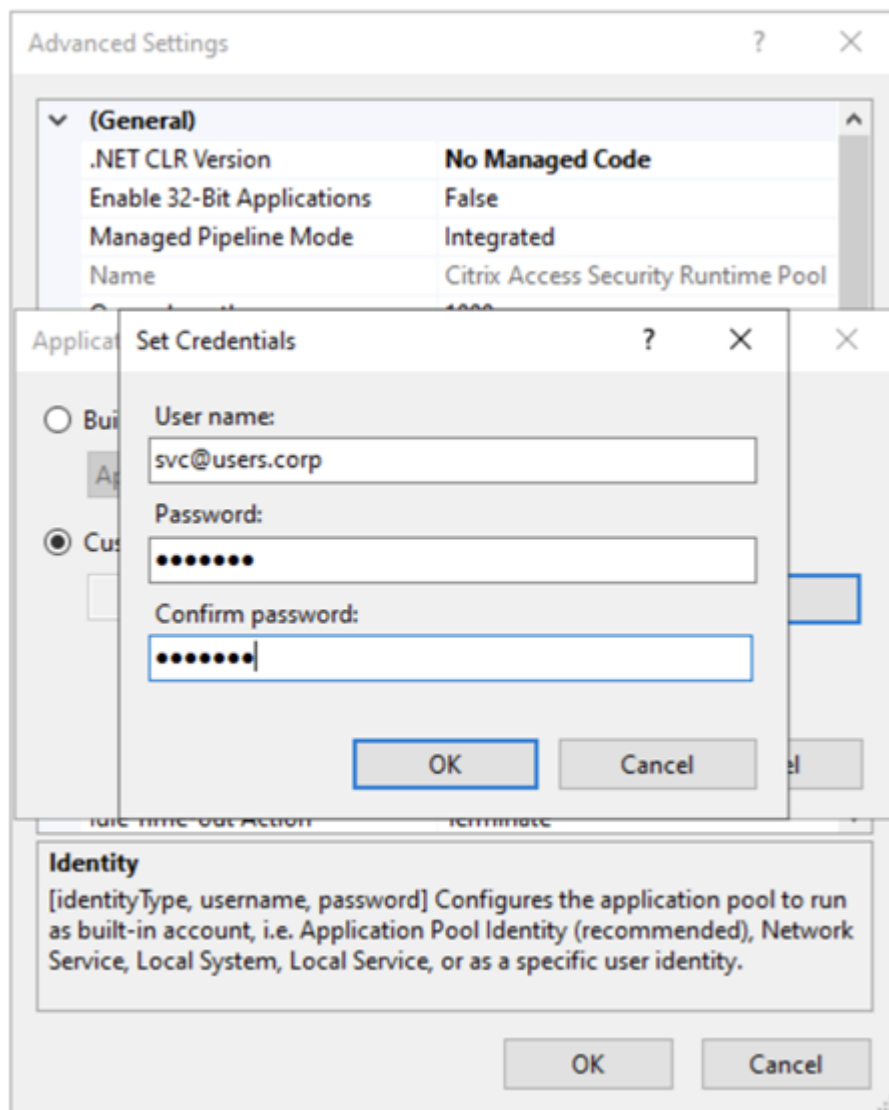
3. Click the edit icon in **Identity > ApplicationPoolIdentity**.



4. In **Custom account**: click **Set**.



5. Set credentials for the user.
6. Click **OK**.



## Next steps

- [Configure NetScaler Gateway](#)
- [Configure applications](#)
- [Configure access policies for the applications](#)

## Components

August 18, 2025

The following are the key components in a typical Secure Private Access for on-premises deployment.

- **StoreFront:** - StoreFront authenticates users and manages stores of desktops and applications that users access. It can host your enterprise application store, which gives users self-service access to the desktops and applications that you make available to them. It also keeps track of users' application subscriptions, shortcut names, and other data. This helps ensure that users have a consistent experience across multiple devices. For details about the integration of StoreFront with Secure Private Access, see [StoreFront](#).
- **NetScaler Gateway:** - NetScaler Gateway provides a single secure point of access through the corporate firewall. For details about the integration of NetScaler Gateway with Secure Private Access, see [NetScaler Gateway](#).
- **Director:** (Optional) Director enables you for effective performance monitoring and troubleshooting. To integrate Director with Secure Private Access, you must enter the IP address of the FQDN of the Director server that must be registered with Secure Private Access. For details about the integration of Director with Secure Private Access, see [Secure Private Access integration with Director](#).
- **License Server:** License server collects and processes licensing data. For details about the integration of license server with Secure Private Access, see [License Server integration with Secure Private Access](#).
- **Web Studio:** (Optional) Citrix Secure Private Access is integrated into the Web Studio console to enable users seamlessly access the service through Web Studio. For details about the Secure Private Access integration with Web Studio, see [Secure Private Access integration with Web Studio](#).

**Note:**

Director and License Server are integrated with Secure Private Access starting from release 2402.

## NetScaler Gateway

August 18, 2025

**Important:**

We recommend that you create NetScaler snapshots or save the NetScaler configuration before applying these changes.

1. Download the script from <https://www.citrix.com/downloads/citrix-secure-private-access/Shell-Script/Shell-Script-for-Gateway-Configuration.html>.

To create a new NetScaler Gateway, use `ns_gateway_secure_access.sh`.

To update an existing NetScaler Gateway, use `ns_gateway_secure_access_update.sh`.

2. Upload these scripts to the NetScaler machine. You can use the WinSCP app or the SCP command. For example, `scp ns_gateway_secure_access.sh nsroot@nsalfa.fabrikam.local:/var/tmp`.

For example, `scp ns_gateway_secure_access.sh nsroot@nsalfa.fabrikam.local:/var/tmp`

**Note:**

- It's recommended to use NetScaler /var/tmp folder to store temp data.
- Make sure that the file is saved with LF line endings. FreeBSD does not support CRLF.
- If you see the error `-bash: /var/tmp/ns_gateway_secure_access.sh : /bin/sh^M: bad interpreter: No such file or directory`, it means that the line endings are incorrect. You can convert the script by using any rich text editor, such as Notepad++.

3. SSH to NetScaler and switch to shell (type 'shell' on NetScaler CLI).
4. Make the uploaded script executable. Use the `chmod` command to do so.  
`chmod +x /var/tmp/ns_gateway_secure_access.sh`
5. Run the uploaded script on the NetScaler shell.

```
root@ns32201# ./ns_gateway_secure_access_2405.sh
NetScaler Gateway vserver name (default: _SecureAccess_Gateway): spaonprem
NetScaler Gateway IP: 10.10.10.10
NetScaler Gateway FQDN: ns32205.cgwsanity.net
SPA Plugin IP: 10.10.10.10
SPA Plugin FQDN: spa.cgwsanity.net
StoreFront Store URL (including protocol http/https): https://10.10.10.10:32205/
NetScaler authentication profile name: authnprof
NetScaler SSL server certificate name: ns32205
Domain: cgwsanity.net
Enable TCP/UDP Apptype support (Y/N): Y

***** Gateway configuration *****
NetScaler Gateway name: spaonprem
NetScaler Gateway IP: 10.10.10.10
NetScaler Gateway FQDN: ns32205.cgwsanity.net
SPA Plugin FQDN: spa.cgwsanity.net
SPA Plugin IP: 10.10.10.10
StoreFront Store URL: https://10.10.10.10:32205/
NetScaler authentication profile name: authnprof
NetScaler Gateway server certificate name: ns32205
Domain: cgwsanity.net
Enable App type TCP/UDP:
*****

Checking SPA Plugin support....
NetScaler supports SPA CLI, skipping nsapimgr commands
Number of PEs running: 3
Changing ns_vpn_enable_spa_tcp_udp_apps from 0 to 3 Done.
Changing ns_vpn_enable_spa_tcp_udp_apps from 0 to 3 Done.
Changing ns_vpn_enable_spa_tcp_udp_apps from 0 to 3 Done.
TCP/UDP Apptype support is enabled
Persisting TCP/UDP Apptype support setting: nsapimgr_wr.sh -ys ns_vpn_enable_spa_tcp_udp_apps=3 in /nsconfig/rc.netscaler file.

NetScaler Gateway creation script ns_gateway_secure_access created
Please copy it to NetScaler (e.g. /var/tmp folder) and run command:
batch -fileName /var/tmp/ns_gateway_secure_access -outfile /var/tmp/ns_gateway_secure_access_output
Check ns_gateway_secure_access_output file for output
```

## 6. Input the required parameters. For the list of parameters, see [Prerequisites](#).

For authentication profile and SSL certificate you have to provide names of existing resources on NetScaler.

A new file with multiple NetScaler commands (the default is `var/tmp/ns_gateway_secure_access`) is generated.

### Note:

During script execution, NetScaler and Secure Private Access plug-in compatibility is checked. If NetScaler supports the Secure Private Access plug-in, the script enables NetScaler features to support smart access tags sending improvements and redirection to a new Deny Page when access to a resource is restricted. For details about smart tags, see [Support for smart access tags](#).

The Secure Private Access plug-in features persisted in the `/nsconfig/rc.netscaler` file allow to keep them enabled after NetScaler is restarted.

```
#!/bin/bash set -e
# Enable NetScaler features
enable ns feature SSL SSLVPN AAA REWRITE IC

# Add NetScaler Gateway vserver
add vpn vserver _SecureAccessGateway SSL 333.333.333.333 443 -listenpolicy NONE -tcpProfileName nstcp_default_XA_XD_profile -deploymentType ICA_STOREFRONT -vserverFqdn gateway.domain.com -authProfile auth_prof -icaOnly OFF

# Add default AAA group for authenticated users
add aaa group SecureAccessGroup

# Add excluded domains
bind policy patsat ns_cvpn_default_bypass_domains storefront.domain.com
bind policy patsat ns_cvpn_default_bypass_domains spa.domain.com
bind policy patsat ns_cvpn_default_bypass_domains citrix.com

# Add session actions
add vpn sessionAction AC_OS_SecureAccessGateway -transparentInterception OFF -SSO ON -ssoCredential PRIMARY -useNIP NS -useIP OFF -icaProxy OFF -wihome "https://storefront.domain.com/Citrix/SPASStoreWe
ssoCredential https://storefront.domain.com -ssoGatewayAuthType domain
add vpn sessionAction AC_WB_SecureAccessGateway -transparentInterception OFF -SSO ON -ssoCredential PSIMARY -useNIP NS -useIP OFF -icaProxy OFF -wihome "https://storefront.domain.com/Citrix/SPASStoreWe
ssoCredential https://storefront.domain.com -ssoGatewayAuthType domain

# Add session policies
add vpn sessionPolicy PL_OS_SecureAccessGateway "HTTP.REQ.HEADER(\"User-Agent\").CONTAINS(\"CitrixReceiver\")" AC_OS_SecureAccessGateway
add vpn sessionPolicy PL_WB_SecureAccessGateway "HTTP.REQ.HEADER(\"User-Agent\").CONTAINS(\"CitrixReceiver\").NOT" AC_WB_SecureAccessGateway

# Add rewrite policies for Citrix headers
add rewrite action Add_X-Citrix-Via insert_http_header X-Citrix-Via "gateway.domain.com"
add rewrite action Add_X-Citrix-Via-VIP insert_http_header X-Citrix-Via-VIP "333.333.333.333"
add rewrite action Add_X-OW-SessionId insert_http_header X-OW-SessionId AAA.USEID.SESSIONID
add rewrite policy Add_X-Citrix-ViaPol "HTTP.REQ.HOSTNAME.CONTAINS(\"spa.domain.com\") && HTTP.REQ.HEADER(\"X-Citrix-Via-VIP\").EXISTS.NOT" Add_X-Citrix-Via
add rewrite policy Add_X-Citrix-Via-VIPPol "HTTP.REQ.HOSTNAME.CONTAINS(\"spa.domain.com\") && HTTP.REQ.HEADER(\"X-Citrix-Via-VIP\").EXISTS.NOT" Add_X-Citrix-Via-VIP
add rewrite policy Add_X-OW-SessionIdPol "HTTP.REQ.HOSTNAME.CONTAINS(\"spa.domain.com\")" Add_X-OW-SessionId

# Add SSO traffic policy for SPA Plugin
add vpn trafficAction _SecureAccessGatewayTrafficAction http -SSO ON
```

## 7. Switch to the NetScaler CLI and run the resultant NetScaler commands from the new file with the batch command. For example;

```
batch -fileName /var/tmp/ns_gateway_secure_access -outfile
/var/tmp/ns_gateway_secure_access_output
```

NetScaler runs the commands from the file one by one. If a command fails, it continues with the next command.

A command can fail if a resource exists or one of the parameters entered in step 6 is incorrect.

## 8. Ensure that all commands are successfully completed.

### Note:

If there's an error, NetScaler still runs the remaining commands and partially creates/up-



dates/binds resources. Therefore, if you see an unexpected error because of one of the parameters being incorrect, it's recommended to redo the configuration from the start.

## Configure Secure Private Access on a NetScaler Gateway with existing configuration

You can also use the scripts on an existing NetScaler Gateway to support Secure Private Access. However, the script does not update the following:

- Existing NetScaler Gateway virtual server
- Existing session actions and session policies bound to NetScaler Gateway

Ensure that you review each command before execution and create backups of the gateway configuration.

### Settings on NetScaler Gateway virtual server

When you add or update the existing NetScaler Gateway virtual server, ensure that the following parameters are set to the defined values.

#### Add a virtual server:

- tcpProfileName: nstcp\_default\_XA\_XD\_profile
- deploymentType: ICA\_STOREFRONT (available only with the `add vpn vservice` command)
- icaOnly: OFF
- dtls: OFF

#### Update a virtual server:

- tcpProfileName: nstcp\_default\_XA\_XD\_profile
- icaOnly: OFF

Examples:

To add a virtual server:

```
add vpn vservice _SecureAccess_Gateway SSL 999.999.999.999 443 -  
Listenpolicy NONE -tcpProfileName nstcp_default_XA_XD_profile -  
deploymentType ICA_STOREFRONT -vserviceFqdn gateway.mydomain.com -  
authnProfile auth_prof_name -icaOnly OFF dtls: OFF
```

To update a virtual server:

```
set vpn vservice _SecureAccess_Gateway -icaOnly OFF
```

For details on the virtual server parameters, see [vpn-sessionAction](#).

## NetScaler Gateway session action

Session action is bound to a gateway virtual server with session policies. When you create a session action, ensure that the following parameters are set to the defined values.

- `transparentInterception`: OFF
- `SSO`: ON
- `ssoCredential`: PRIMARY
- `useMIP`: NS
- `useIIP`: OFF
- `icaProxy`: OFF
- `wihome`: "<https://storefront.mydomain.com/Citrix/MyStoreWeb>" - replace with real store URL. Path to Store /Citrix/MyStoreWeb is optional.
- `ClientChoices`: OFF
- `ntDomain`: mydomain.com - used for SSO (optional)
- `defaultAuthorizationAction`: ALLOW
- `authorizationGroup`: SecureAccessGroup (Make sure that this group is created, it's used to bind Secure Private Access specific authorization policies)
- `clientlessVpnMode`: ON
- `clientlessModeUrlEncoding`: TRANSPARENT
- `SecureBrowse`: ENABLED
- `Storefronturl`: "<https://storefront.mydomain.com>"
- `sfGatewayAuthType`: domain

Examples:

To add a session action:

```
add vpn sessionAction AC_OS_SecureAccess_Gateway -transparentInterception
OFF -SSO ON -ssoCredential PRIMARY -useMIP NS -useIIP OFF -icaProxy
OFF -wihome "https://storefront.mydomain.com/Citrix/MyStoreWeb"-
ClientChoices OFF -ntDomain mydomain.com -defaultAuthorizationAction
ALLOW -authorizationGroup SecureAccessGroup -clientlessVpnMode
ON -clientlessModeUrlEncoding TRANSPARENT -SecureBrowse ENABLED -
storefronturl "https://storefront.mydomain.com"-sfGatewayAuthType
domain
```

To update a session action:

```
set vpn sessionAction AC_OS_SecureAccess_Gateway -transparentInterception
OFF -SSO ON
```

<sup>1</sup> For details on session action parameters, see <<https://developer-docs.netScaler.com/en-us/adc-command-reference-int/13-1/vpn/vpn-sessionaction>>.

To bind the Secure Private Access plug-in to the VPN virtual server.

```
bind vpn vserver spaonprem -appController "https://spa.example.corp"
```

## Compatibility with the ICA® apps

NetScaler Gateway created or updated to support the Secure Private Access plug-in can also be used to enumerate and launch ICA apps. In this case, you must configure Secure Ticket Authority (STA) and bind it to the NetScaler Gateway.

Note: STA server is usually a part of Citrix Virtual Apps and Desktops™ DDC deployment.

For details, see the following topics:

- [Configuring the Secure Ticket Authority on NetScaler Gateway](#)
- [FAQ: Citrix Secure Gateway/ NetScaler Gateway Secure Ticket Authority](#)

## Support for smart access tags

In the following versions, NetScaler Gateway sends the tags automatically. You do not have to use the gateway callback address to retrieve the smart access tags.

- 13.1–48.47 and later
- 14.1–4.42 and later

Smart access tags are added as a header in the Secure Private Access plug-in request.

## Configure Secure Private Access toggles

The following table lists the toggles that must be used to support smart access tags for on-premises deployments:

Toggle name	Description
<code>nsapimgr_wr.sh -ys call=ns_vpn_enable_spa_onprem</code>	Enable Secure Private Access for on-premises deployments
<code>nsapimgr_wr.sh -ys call=ns_vpn_disable_spa_onprem</code>	Disable Secure Private Access for on-premises deployments

Toggle name	Description
<code>nsapimgr_wr.sh -ys</code> <code>ns_vpn_enable_spa_tcp_udp_apps=3</code>	Enable TCP/UDP apps
<code>nsapimgr_wr.sh -ys</code> <code>ns_vpn_enable_spa_tcp_udp_apps=0</code>	Disable TCP/UDP apps
<code>nsapimgr_wr.sh -ys call=</code> <code>toggle_vpn_enable_securebrowse_client_mode</code>	Enable SecureBrowse client mode for HTTP callouts
<code>nsapimgr -ys call=</code> <code>toggle_vpn_redirect_to_access_restricted_page_if_access_denied</code>	Enable redirection to the “Access restricted” page if access is denied
<code>nsapimgr -ys call=</code> <code>toggle_vpn_use_cdn_for_access_restricted_page</code>	Use the “Access restricted” page hosted on CDN.

**Note:**

- To disable the toggles that do not have separate disable commands, run the same command again. This is applicable only for commands that have “toggle” in the command.
- To verify whether the toggle is on or off run the `nsconmsg` command.
- To configure smart access tags on NetScaler Gateway, see [Configure contextual tags](#).

**Persist Secure Private Access plug-in settings on NetScaler**

To persist the Secure Private Access plug-in settings on NetScaler, do the following:

1. Create or update the file `/nsconfig/rc.netscaler`.

2. Add the following commands to the file.

```
nsapimgr_wr.sh -ys call=ns_vpn_enable_spa_onprem
```

```
nsapimgr_wr.sh -ys call=toggle_vpn_enable_securebrowse_client_mode
```

```
nsapimgr_wr.sh -ys call=toggle_vpn_redirect_to_access_restricted_page_on_d
```

```
nsapimgr_wr.sh -ys call=toggle_vpn_use_cdn_for_access_restricted_page
```

3. Save the file.

The Secure Private Access plug-in settings are automatically applied when NetScaler is restarted.

## Upload public gateway certificate

If the public gateway is not reachable from the Secure Private Access machine, then you must upload a public gateway certificate to the Secure Private Access database.

Perform the following steps to upload a public gateway certificate:

1. Open PowerShell or the command prompt window with the admin privileges.
2. Change the directory to the Admin\AdminConfigTool folder under the Secure Private Access installation folder (for example, cd "C:\Program Files\Citrix\Citrix Access Security\Admin\AdminConfigTool")
3. Run the following command:

```
\AdminConfigTool.exe /UPLOAD_PUBLIC_GATEWAY_CERTIFICATE <PublicGatewayUrl>  
> <PublicGatewayCertificatePath>
```

## Known limitations

- Existing NetScaler Gateway can be updated with script but there can be an infinite number of possible NetScaler configurations that can't be covered by a single script.
- We recommend that you set **ICA Proxy** to OFF in the Secure Private Access enabled VPN virtual server.
- If you use NetScaler deployed in the cloud, you must make some changes in the network. For example, allow communications between NetScaler and other components on certain ports. For details on the ports, see [Communication ports](#).
- If you enable SSO on NetScaler Gateway, make sure that NetScaler communicates to StoreFront™ using a private IP address. You might have to add a new StoreFront DNS record to NetScaler with a StoreFront private IP address.

## Configure contextual tags

August 18, 2025

The Secure Private Access plug-in provides contextual access (smart access) to Web or SaaS applications based on the user session context such as device platform and OS, installed software, geolocation.

Administrators can add conditions with contextual tags to the access policy. The contextual tag on the Secure Private Access plug-in is the name of a NetScaler® Gateway policy (session, preauthentication, EPA) that is applied to the sessions of the authenticated users.

The Secure Private Access plug-in can receive smart access tags as a header (new logic) or by making callbacks to Gateway. For details, see [Smart access tags](#).

**Note:**

The Secure Private Access plug-in supports only classic gateway preauthentication policies that can be configured on NetScaler Gateway.

## Configure custom tags using the GUI

The following high-level steps are involved in configuring contextual tags.

1. Configure a classic gateway preauthentication policy
2. Bind the classic preauthentication policy to the gateway virtual server

### Configure a classic gateway preauthentication policy

1. Navigate to **NetScaler Gateway > Policies > Preauthentication** and then click **Add**.
2. Select an existing policy or add a name for the policy. This policy name is used as the custom tag value.
3. In **Request Action**, click **Add** to create an action. You can reuse this action for multiple policies, for example, use one action to allow access, another to deny access.

The screenshot displays the NetScaler Gateway configuration interface. The main window is titled 'Create Preauthentication Policy' and features a sidebar with navigation tabs: Dashboard, Configuration, Reporting, Documentation, and Downloads. The 'Configuration' tab is active. The main content area shows a form for creating a preauthentication policy. The 'Name\*' field contains 'Windows10'. The 'Request Action\*' field has a dropdown menu with 'Add' and 'Edit' buttons. The 'Expression\*' field has three 'Select' dropdown menus. At the bottom are 'Create' and 'Close' buttons. A modal dialog titled 'Create Preauthentication Profile' is open on the right. It contains the following fields: 'Name\*' with 'win10\_profile', 'Action\*' with a dropdown set to 'ALLOW', 'Processes to be cancelled' (empty), 'Files to be deleted' (empty), and 'Default EPA Group' with 'spaopdev'. At the bottom of the modal are 'Create' and 'Close' buttons.

4. Fill in the details in the required fields and click **Create**.
5. In **Expression**, enter the expression manually or use the Expression editor to construct an expression for the policy.

Dashboard Configuration Reporting Documentation Downloads

### ← Create Preauthentication Policy

Name\*  
Windows10 ⓘ

Request Action\*  
▼ Add Edit

Expression\*  
Select ▼ Select ▼ Select ▼  
CLIENT.OS(win10).HOTFIX == EXISTS

Create Close

The following figure displays a sample expression constructed for checking the Windows 10 OS.

## Add Expression

Select Expression Type: Client Security ▾

Component

Operating System ▾

Name\*

Windows 10 ▾

Qualifier

Hotfix ▾

Operator

== ▾

Value\*

EXISTS

Frequency (min)

Error Weight

Freshness

Done

Cancel

6. Click **Create**.



### Bind the custom tag to NetScaler Gateway

1. Navigate to **NetScaler Gateway > Virtual Servers**.
2. Select the virtual server for which the preauthentication policy is to be bound and then click **Edit**.
3. In the **Policies** section, click **+** to bind the policy.
4. In **Choose Policy**, select the preauthentication policy and select **Request** in **Choose Type**.

**Choose Type**

**Policies**

Choose Policy\*

Preauthentication

Choose Type\*

Request

**Continue** **Cancel**

5. Select the policy name and the priority for the policy evaluation.
6. Click **Bind**.

**Choose Type**

**Policies**

Choose Policy  
**Preauthentication**

Choose Type  
**Request**

**Policy Binding**

Select Policy\*

Windows10 > Add Edit ⓘ

► More

**Binding Details**

Priority\*

100

Bind Close

## Configure custom tags using the CLI

Run the following commands on the NetScaler CLI to create and bind a preauthentication policy:

Example:

- `add aaa preauthenticationaction win10_prof ALLOW`
- `add aaa preauthenticationpolicy Windows10 "CLIENT.OS(win10)EXISTS  
"win10_prof`
- `bind vpn vserver _SecureAccess_Gateway -policy Windows10 -priority  
100`

## Adding new contextual tag

1. Open the Secure Private Access admin console and click **Access Policies**.
2. Create a new policy or select an existing policy.
3. In the **If the following condition met** section, click **Add condition** and select **Contextual Tags**, **Matches all of**, and then enter the contextual tag name (for example, `Windows10`).

## References

- [Configure access policies for the applications.](#)
- [Support for smart access tags.](#)

## StoreFront

August 18, 2025

If Secure Private Access is co-hosted with StoreFront, then the Secure Private Access configuration on StoreFront is done automatically by the first time setup wizard.

However, if Secure Private Access is not co-hosted with StoreFront, then certain configuration changes have to be done manually.

Perform the following steps to configure StoreFront manually.

1. Download the script from the Secure Private Access admin console (**Settings > Integrations**).
2. Click **Download Script** corresponding to the StoreFront entry for which the configuration changes have to be done.

The downloaded zip file contains a configuration script, a README file, and a configuration cleanup script. The cleanup script can be used in case integration between StoreFront and Secure Private Access is to be removed.

3. Run the script as an admin on a PowerShell 64-bit instance by using the command `./ConfigureStorefront.ps1`.
  - No other parameters are required.
  - The PowerShell script execution policy must be set to **Unrestricted** or **Bypass** to run the StoreFront script.
  - The script also propagates the configuration to other StoreFront servers if StoreFront is configured as a cluster.

Once StoreFront is configured with the Secure Private Access settings, the Secure Private Access plug-in configuration can be seen in the StoreFront admin UI (**Manage Delivery Controllers** screen).

The StoreFront script automatically configures the aggregation group setting for Secure Private Access if the same is configured for the Citrix Virtual Apps and Desktops™ delivery controller. By default, the script configures Secure Private Access for everyone (**User Mapping and Multi-Site Aggregation Configuration > Configured**).

### Important:

- It is recommended to use the StoreFront script downloaded from the Secure Private Access admin UI to configure StoreFront for Secure Private Access only. Do not configure Secure Private Access from the StoreFront admin UI as the UI does not cover all the required configuration on StoreFront. The script must be run to complete all the necessary configurations.
- One Secure Private Access site can be configured on multiple StoreFront deployments (ei-

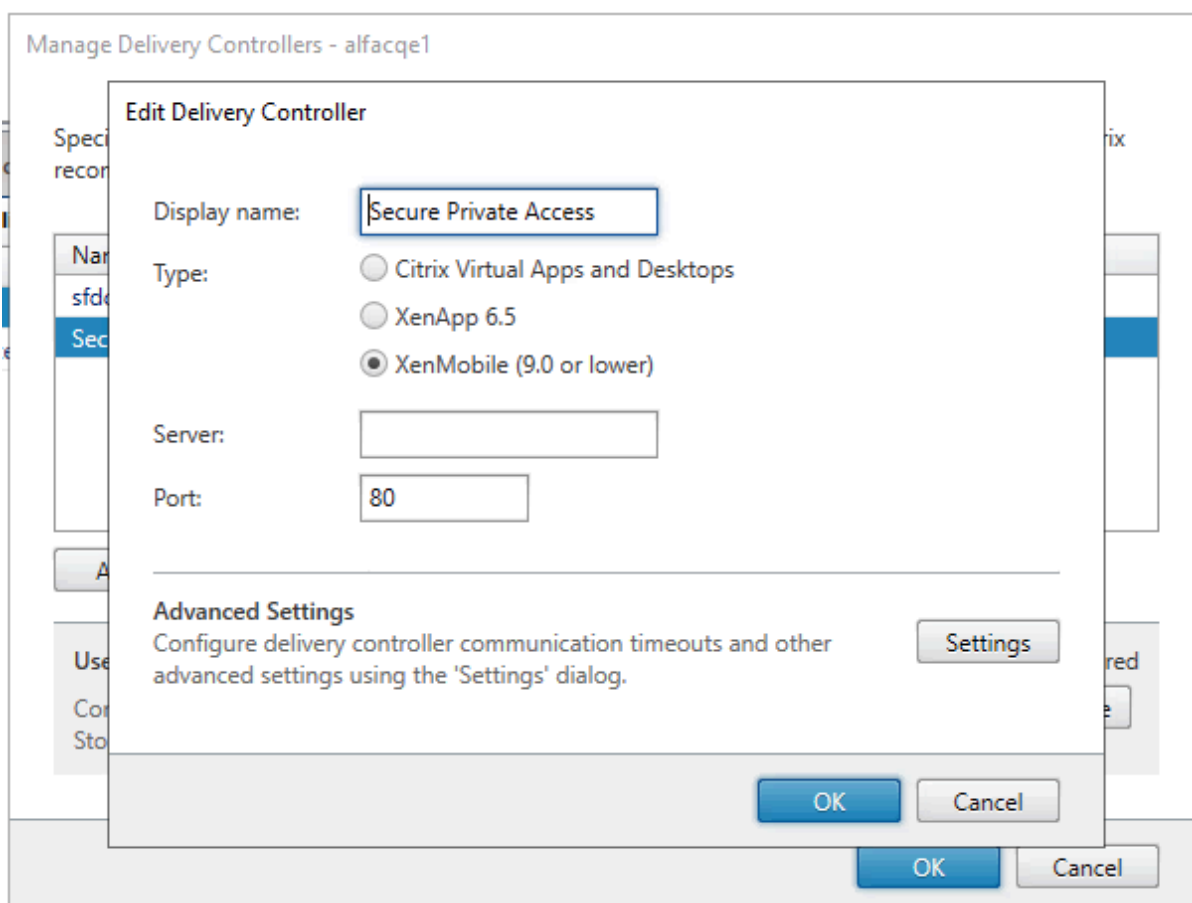
ther on another store on the same StoreFront or a different StoreFront deployment) as well. StoreFront can be added from the **Settings > Integrations** page.

- The StoreFront auto configuration doesn't work from **Settings > Integration** page even if Secure Private Access is co-hosted with StoreFront. Autoconfiguration is done only during the first-time setup. If a new store configuration is added from the **Settings** page, the StoreFront script must be downloaded and run on the corresponding StoreFront machine.

### When using StoreFront version 2308 or earlier

If you are using StoreFront version 2308 or earlier, the StoreFront admin UI has the following known issues:

- The Secure Private Access plug-in type is shown as XenMobile.
- The Secure Private Access server URL is not displayed.
- The Secure Private Access port is always shown as 80.



## When using StoreFront version 2311 or later

In StoreFront version 2311 and later, the Citrix Workspace™ for Web client doesn't enumerate the Secure Private Access apps. This is because Secure Private Access doesn't support the Secure Private Access app launch in the Workspace for Web platform.

## Director (Optional)

August 18, 2025

Director integration with Secure Private Access enables effective performance monitoring and troubleshooting. To integrate Director with Secure Private Access, you must enter the IP address of the FQDN of the Director server that must be registered with Secure Private Access. For details, see [Integrate servers](#).

Registering Director with Secure Private Access is a mandatory configuration for the Secure Private Access for on-premises version 2402 customers. If you do not have Director configured, you must install the latest version of Director, LTSR 2402 or later. If you already have Director configured, you must upgrade it to the latest version, LTSR 2402 or later. The Secure Private Access setup cannot be completed without registering a Director. The validation also fails in the following cases.

- Director is not registered with Secure Private Access.
- The Director IP address or the FQDN that you have entered does not exist.

For details about registering Director with Secure Private Access, see [Integrate StoreFront and NetScaler Gateway servers](#) and [Manage settings after installation](#).

### Note:

- Director registration or logon does not support Integrated Windows Authentication (IWA). If the admin has logged into the Secure Private Access console using IWA, then the admin is prompted to enter the credentials for Director registration.
- If the admin has done a manual sign-on to the Secure Private Access console, then those details are leveraged for authenticating to the Director server. If that does not succeed, then the admin is prompted to enter the credentials.
- If the admin has to add a different Director after the setup is complete, register the new Director from the **Manage Settings** page. While updating the Director details after the setup, admins must enter the credentials to make the changes. Single sign-on is not supported for editing the Director URL IPv6, SSLv3.

## Configure Director with Secure Private Access using the Director config tool

Configuring Director with Secure Private Access by using the Config tool is a mandatory step for the integration to be complete. For details, see [Secure Private Access integration with Director](#).

## View Secure Private Access user sessions in Director

You can view the View Secure Private Access user sessions in Director. For details, see [View a Secure Private Access session by user](#).

## License server

August 18, 2025

A license server for the Secure Private Access plug-in is a mandatory component required to collect and process licensing data. A license server can be registered with Secure Private Access during the initial setup or it can also be configured or updated after the setup is complete. For details about registering a license server with Secure Private Access, see [Integrate StoreFront and NetScaler Gateway servers](#) and [Manage settings after installation](#).

You must specify the license server URL to connect Secure Private Access with the license server. The Secure Private Access plug-in automatically registers itself on the license server.

### Note:

- You must install at least one Citrix Virtual Apps and Desktops™ broker license on the license server to register the Secure Private Access plug-in on the license server.
- License server for the Secure Private Access plug-in is supported from version 11.17.2 build 45000 and later. If you already have a license server, you must upgrade the license server to version 11.17.2 build 45000 version or later.

For more information about the licensing server, see [Licensing Server](#).

## Web Studio (Optional)

August 18, 2025

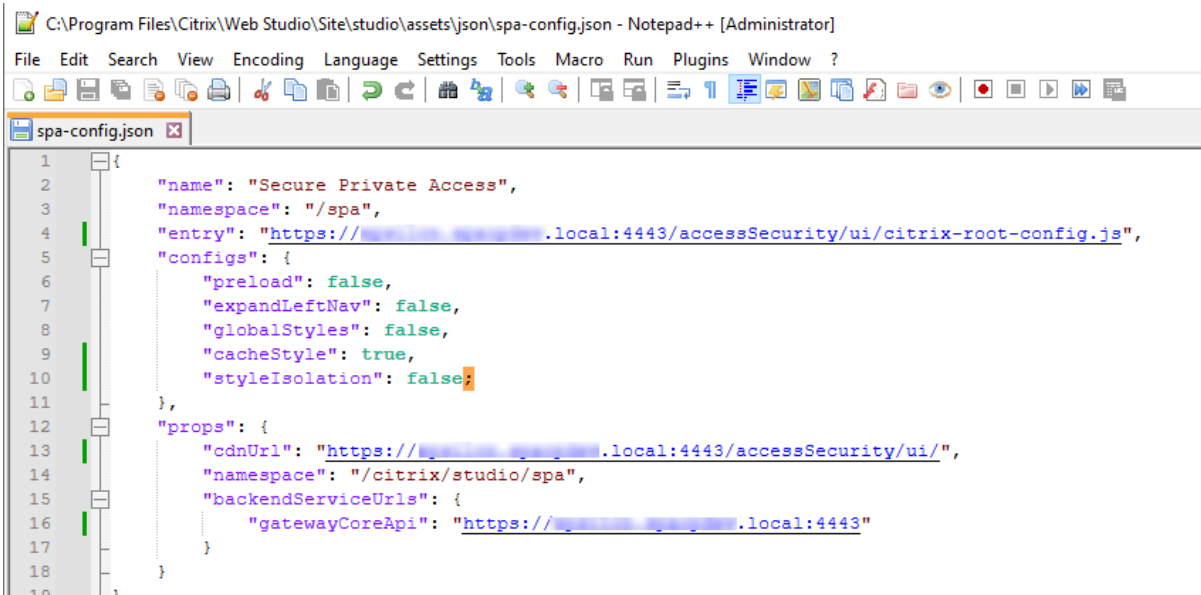
Citrix Secure Private Access™ is also integrated into the Web Studio console to enable users seamlessly access the service through Web Studio.

You must install Web Studio version 2308 or later.

Perform the following steps to enable Web Studio integration:

1. Install Citrix Web Studio by using the Citrix Virtual Apps and Desktops™ installer or the integrated DDC installer.
2. Follow the onscreen instructions and complete the installation. When prompted for a controller address, enter the DDC FQDN as the controller address.
3. After successful installation, navigate to the folder C:\Program Files\Citrix\Web Studio\Site\studio\assets\json and modify the content of the spa-config.json file.

If a non-default location was used for the Web Studio installation, replace the default installation location in C:\Program Files\Citrix with the correct location.



```
C:\Program Files\Citrix\Web Studio\Site\studio\assets\json\spa-config.json - Notepad++ [Administrator]
File Edit Search View Encoding Language Settings Tools Macro Run Plugins Window ?

spa-config.json
1 {
2   "name": "Secure Private Access",
3   "namespace": "/spa",
4   "entry": "https://[redacted].local:4443/accessSecurity/ui/citrix-root-config.js",
5   "configs": {
6     "preload": false,
7     "expandLeftNav": false,
8     "globalStyles": false,
9     "cacheStyle": true,
10    "styleIsolation": false;
11  },
12  "props": {
13    "cdnUrl": "https://[redacted].local:4443/accessSecurity/ui/",
14    "namespace": "/citrix/studio/spa",
15    "backendServiceUrls": {
16      "gatewayCoreApi": "https://[redacted].local:4443"
17    }
18  }
19 }
```

1. Replace “SpaServer” with the FQDN of your Secure Private Access plug-in.
2. Log in to Web Studio.
3. On the left navigation menu, click **Secure Private Access** to access the Secure Private Access admin console from Web Studio.

## Configure HTTP/HTTPS applications

August 18, 2025

After you have set up Secure Private Access, you can configure apps and access policies from the admin console.

1. In the admin console, click **Applications**.
2. Click **Add an app**.
3. Select the location where the app resides.
  - **Outside my corporate network** for external applications.
  - **Inside my corporate network** for internal applications.
4. Enter the following details in the App Details section and click **Next**.

**Add an app**

To add an app, complete the steps below.

**App Details**

Where is the application located? \*

☐ Outside my corporate network

☒ Inside my corporate network

---

App type \*

HTTP/HTTPS

App name \*

google-translate


App description

App category ⓘ

Ex.: Category\SubCategory\SubCategory

---

App icon

 [Change icon](#) (128 KB max, ICO) [Use default icon](#)

☐ Do not display application icon in Workspace app

☐ Add application to favorites in Workspace app

☐ Allow user to remove from favorites

☐ Do not allow user to remove from favorites

---

URL \*

https://translate.google.co.in

App Connectivity \* ⓘ

Internal

---

Related Domains \*

\*.google2.com

App Connectivity \* ⓘ

Internal

[+ Add another related domain](#)

**Save** **Cancel**

- **App name** –Name of the application.
- **App description** - A brief description of the app. This description is displayed to your users in the workspace. You can also enter keywords for the applications in the format



**KEYWORDS:** <keyword\_name>. You can use the keywords to filter the applications. For details, see [Filter resources by included keywords](#).

- **App category** - Add the category and the subcategory name (if applicable) under which the app that you are publishing must appear in the Citrix Workspace™ UI. You can add a new category for each app or use existing categories from the Citrix Workspace UI. Once you specify a category for a web or a SaaS app, the app shows up in the Workspace UI under the specific category.

- The category/subcategory are admin configurable and administrators can add a new category for every app.
- The category/subcategory names must be separated by a backslash. For example, Business And Productivity\Engineering. Also, this field is case sensitive. Administrators must ensure that they define the correct category. If there is a mismatch between the name in the Citrix Workspace UI and the category name entered in the App category field, the category gets listed as a new category.

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

- **App icon** –Click **Change icon** to change the app icon. The icon file size must be 128x128 pixels and only the Ico format is supported. If you do not change the icon, the default icon is displayed.
- **Do not display application to users** - Select this option if you do not want to display the app to the users.
- **URL** –URL of the application.
- **Related Domains** –The related domain is auto-populated based on the application URL. Administrators can add more related internal or external domains.

**Note:**

- Ensure that an app's related domain does not overlap with another app's related domain. If this occurs, remove the related domain from all apps and create a new app with this domain and then then set access accordingly in the access policy. You can also consider if you want to display this app in StoreFront™ or hide it. You can hide the app in StoreFront using the option **Do not display application to users** while publishing the app.
- Similarly, a published app's URL must not be added as another app's related domain.

- For more details, see [Best practices for Web and SaaS application configurations](#).

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

If you remove the apps marked as favorites from the Secure Private Access console, then these apps must be removed manually from the favorites list in Citrix Workspace. The apps are not automatically deleted from StoreFront if the apps are removed from the Secure Private Access console.

- **App Connectivity** - Select **Internal** for Web apps and **External** for SaaS apps.

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

You can view all the application domains that are configured in **Settings > Application Domain**. For more details, see [Manage settings after installation](#).

## Next steps

[Configure access policies for the applications](#)

## Configure access policies for the applications

August 18, 2025

Access policies allow you to enable or disable access to the apps based on the user or user groups. In addition, you can enable restricted access to the apps (HTTP/HTTPS) by adding the security restrictions.

1. In the admin console, click **Access Policies**.
2. Click **Create Policy**.

[Policy configuration](#) >

## Create Access Policy

Create a policy to enforce application access rules based on a user's context.

**Policy name and applications**

Policy name

Applications

**Conditions**

User conditions

Matches any of

[+ Add condition](#)

**Actions**

☐ Allow access  
☒ Allow access with restrictions  
☐ Deny access

**Access Restrictions (0)**

[+ Add restrictions](#)

☐ Enable policy on save

3. a) In **Policy name**, enter a name for the policy.
4. In **Applications**, select the apps for which you want to enforce the access policies.
5. In **Users conditions**—Select the conditions and users or user groups based on which app access must be allowed or denied.
  - **Matches any of:** Only the users or groups that match any of the names listed in the field are allowed access.
  - **Does not match any:** All users or groups except those listed in the field are allowed access.
6. Click **Add condition** to add another condition based on contextual tags. These tags are derived from the NetScaler® Gateway.

7. In **Actions**, select one of the following actions that must be enforced on the app based on the condition evaluation.

- **Allow access**
- **Allow access with restriction**
- **Deny access**

When you select **Allow access with restrictions**, you must click **Add restrictions** to select the restrictions. For more information on each restriction, see [Available access restrictions](#)

Select the restrictions and then click **Done**.

**Note:**

The action **Allow access with restriction** is not applicable for the TCP/UDP apps.

Add/edit restrictions
✕

0 selected
☐ View selected only

	Access Settings	Current Value
> <input type="checkbox"/>	Clipboard	Enabled
> <input type="checkbox"/>	Copy	Enabled
> <input type="checkbox"/>	Download restriction by file type	Multiple options
> <input type="checkbox"/>	Downloads	Enabled
> <input type="checkbox"/>	Insecure content	Disabled
> <input type="checkbox"/>	Keylogging protection	Enabled
> <input type="checkbox"/>	Microphone	Prompt every time
> <input type="checkbox"/>	Notifications	Prompt every time
> <input type="checkbox"/>	Paste	Enabled
> <input type="checkbox"/>	Personal data masking	Multiple options
> <input type="checkbox"/>	Popups	Always block pop-ups
> <input type="checkbox"/>	Printer management	Multiple options
> <input type="checkbox"/>	Printing	Enabled
> <input type="checkbox"/>	Screen capture	Enabled
> <input type="checkbox"/>	Upload restriction by file type	Multiple options
> <input type="checkbox"/>	Uploads	Enabled
> <input checked="" type="checkbox"/>	Watermark	Disabled
> <input type="checkbox"/>	Webcam	Prompt every time

Done
Cancel

8. Select **Enable policy on save**. If you do not select this option, the policy is only created and not enforced on the applications. Alternatively, you can also enable the policy from the Access Policies page by using the toggle switch.

## Access policy priority

After an access policy is created, a priority number is assigned to the access policy, by default. You can view the priority on the Access Policies home page.

A priority with a lower value has the highest preference and is evaluated first. If this policy does not match the conditions defined, the next policy with the lower priority number is evaluated and so on.

You can change the priority order by moving the policies up or down by using the up-down icon in the **Priority** column.

## Next steps

- Validate your configuration from the client machines (Windows and macOS).
- For the TCP/UDP apps, validate your configuration from the client machines (Windows and macOS) by logging into the Citrix Secure Access client.

[Sample configuration validation](#)

## Access restriction options

August 18, 2025

When you select the action **Allow access with restrictions**, you can select the security restrictions as per the requirement. These security restrictions are predefined in the system. Admins cannot modify or add other combinations.

Add/edit restrictions

0 selected

☐ View selected only

	Access Settings	Current Value
>	<input type="checkbox"/> Clipboard	Enabled
>	<input type="checkbox"/> Copy	Enabled
>	<input type="checkbox"/> Download restriction by file type	Multiple options
>	<input type="checkbox"/> Downloads	Enabled
>	<input type="checkbox"/> Insecure content	Disabled
>	<input type="checkbox"/> Keylogging protection	Enabled
>	<input type="checkbox"/> Microphone	Prompt every time
>	<input type="checkbox"/> Notifications	Prompt every time
>	<input type="checkbox"/> Paste	Enabled
>	<input type="checkbox"/> Personal data masking	Multiple options
>	<input type="checkbox"/> Popups	Always block pop-ups
>	<input type="checkbox"/> Printer management	Multiple options
>	<input type="checkbox"/> Printing	Enabled
>	<input type="checkbox"/> Screen capture	Enabled
>	<input type="checkbox"/> Upload restriction by file type	Multiple options
>	<input type="checkbox"/> Uploads	Enabled
>	<input checked="" type="checkbox"/> Watermark	Disabled
>	<input type="checkbox"/> Webcam	Prompt every time

Done

Cancel

Clipboard

Enable/disable cut/copy/paste operations on a SaaS or internal web app with this access policy when accessed via Citrix Enterprise Browser. Default value: Enabled.

Copy

Enable/disable copying of data from a SaaS or internal web app with this access policy when accessed via the Citrix Enterprise browser. Default value: Enabled.

**Note:**

- If both **Clipboard** and **Copy** restrictions are enabled in a policy, the **Clipboard** restriction

takes precedence over the **Copy** restriction.

- End users must use Citrix Enterprise Browser™ version 126 or later for accessing applications for which this restriction is enabled. Else, the application access is restricted.
- For granular control of copy operations within the apps, admins can use the **Security groups** restriction. For details, see [Clipboard restriction for security groups](#).

## Download restriction by file type

Enable/disable the user's ability to download specific MIME (file) type from within the SaaS or internal web app with this policy when accessed via Citrix Enterprise Browser.

### Note:

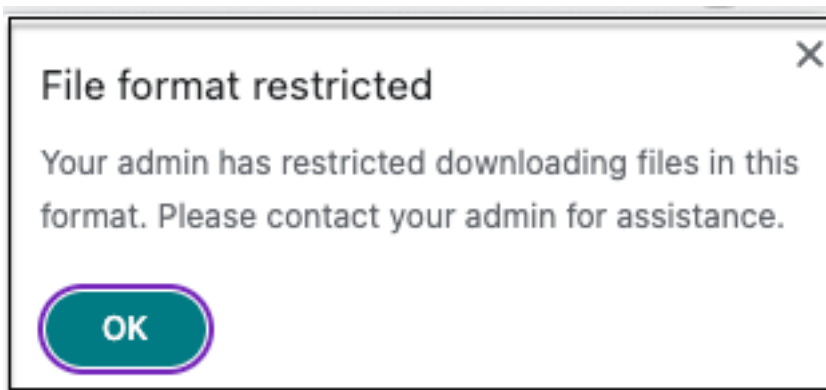
- The **Download restriction by file type** restriction is available in addition to the **Download** restriction.
- If both **Downloads** and **Download restriction by file type** restrictions are enabled in a policy, the **Downloads** restriction takes precedence over the **Download restriction by file type** restriction.
- End users must use Citrix Enterprise Browser version 126 or later for accessing applications for which this restriction is enabled. Else, the application access is restricted.

To enable downloading of MIME types, perform the following steps:

1. Create or edit an access policy. For details on creating an access policy, see [Configure access policies](#).
2. In **Actions**, select **Allow with restrictions**.
3. Click **Download restriction by file type** and then click **Edit**.
4. In the **Download restriction by file type settings** page, select one of the following:
  - **Allow all downloads with exceptions** –Select the types that must be blocked and allow all other types.
  - **Block all downloads with exceptions** –Select only the types that can be uploaded and block all other types.
5. If the file type does not exist in the list, then do the following:
  - a) Click **Add custom MIME types**.
  - b) In **Add MIME types**, enter the MIME type in the format `category/subcategory<extension>`. For example, `image/png`.
  - c) Click **Done**.

The MIME type now appears in the list of exceptions.

When an end user tries to download a restricted file type, Citrix Enterprise Browser displays the following warning message:



## Downloads

Enable/disable the user's ability to download from within the SaaS or internal web app with this policy when accessed via Citrix Enterprise Browser. Default value: Enabled.

### Note:

If both **Downloads** and **Download restriction by file type** restrictions are enabled in a policy, the **Downloads** restriction takes precedence over the **Download restriction by file type**.

## Insecure content

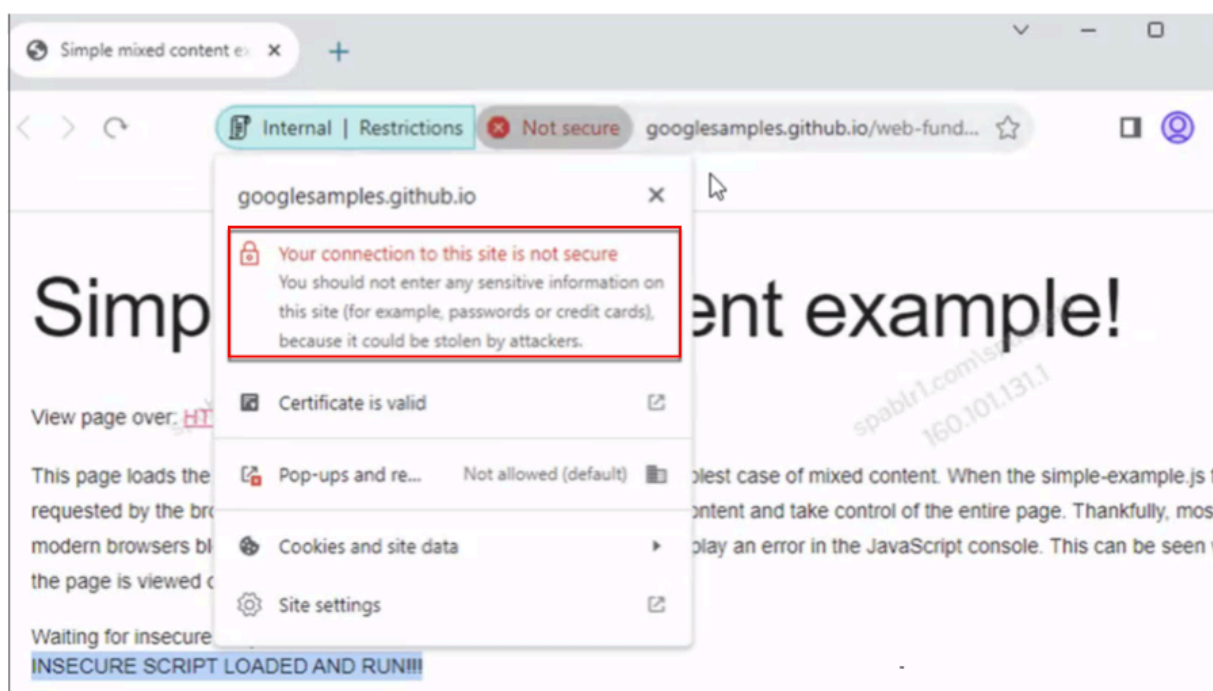
Enable/disable end users from accessing insecure content within the SaaS or internal web app configured with this policy when accessed via Citrix Enterprise Browser. Insecure content is any file linked to from a webpage using an HTTP link rather than an HTTPS link. Default value: Disabled.

To enable viewing insecure content, perform the following steps:

1. Create or edit an access policy. For details on creating an access policy, see [Configure access policies](#).
2. In **Actions**, select **Allow with restrictions**.
3. Click **Insecure content**.
4. Click **Save**, and then click **Done**.

The following figure displays a sample notification when you access an insecure content.





## Keylogging protection

Enable/disable keyloggers from capturing keystrokes from the SaaS or internal web app with this access policy when accessed via Citrix Enterprise Browser. Default value: Enabled.

## Microphone

Prompt/do not prompt users every time to access the microphone within the SaaS or internal web app configured with this policy when accessed via Citrix Enterprise Browser. Default value: Prompt every time.

End users must use Citrix Enterprise Browser version 126 or later for accessing applications for which the **Microphone** restriction is enabled.

To allow microphone every time without being prompted, perform the following steps:

1. Create or edit an access policy. For details, see [Configure access policies](#).
2. In **Actions**, select **Allow with restrictions**.
3. Click **Microphone** and then click **Edit**.
4. In the **Microphone settings** page, click **Always allow access**.
5. Click **Save**, and then click **Done**.

**Note:**

- If the **Microphone** restriction is enabled in the Secure Private Access policy, then Citrix Enterprise Browser displays the settings **Allow**.
- If the option **Prompt every time** in the Secure Private Access policy, then the setting applied on Citrix Enterprise Browser varies depending on whether the Global App Configuration service (GACS) is used to manage Citrix Enterprise Browser.
  - If GACS is used, then the GACS setting is applied on Citrix Enterprise Browser.
  - If GACS is not used, then Citrix Enterprise Browser displays the setting **Ask**.
- Currently, Secure Private Access does not support blocking of the microphone. If you must block a microphone, you must do it through GACS.

For more information on GACS, see [Manage Citrix Enterprise Browser through Global App Configuration service](#).

## Notifications

Allow/prompt users every time to view the notifications within the SaaS or internal web app configured with this policy when accessed via Citrix Enterprise Browser. Default value: Prompt every time.

End users must use Citrix Enterprise Browser version 126 or later for accessing applications for which this restriction is enabled.

To block the display of notifications without prompting, perform the following steps.

1. Create or edit an access policy. For details, see [Configure access policies](#).
2. In **Actions**, select **Allow with restrictions**.
3. Click **Notifications** and then click **Edit**.
4. In the **Notification settings** page, click **Always block notifications**.
5. Click **Save**, and then click **Done**.

## Paste

Enable/disable pasting of copied data into the SaaS or internal web app with this access policy when accessed via Citrix Enterprise Browser. Default value: Enabled.

**Note:**

- If both **Clipboard** and **Paste** restrictions are enabled in a policy, the **Clipboard** restriction

takes precedence over the **Paste** restriction.

- End users must use Citrix Enterprise Browser version 126 or later for accessing applications for which this restriction is enabled. Else, the application access is restricted.
- For granular control of paste operations within the apps, admins can use the **Security groups** restriction. For details, see [Clipboard restriction for security groups](#).

## Personal data masking

Enable/disable redacting or masking personally identifiable information (PII) on the SaaS or internal web app with this policy when accessed via Citrix Enterprise Browser.

### Note:

End users must use Citrix Enterprise Browser version 126 or later for accessing applications for which this restriction is enabled. Else, the application access is restricted.

To redact or mask personally identifiable information, perform the following steps:

1. Create or edit an access policy. For details, see [Configure access policies](#).
2. In **Actions**, select **Allow with restrictions**.
3. Click **Personal data masking** and then click **Edit**.
4. Select the information type that you want to obscure or mask and then click **Add**.

If the information type does not appear in the pre-defined list, then you can add a custom information type. For details, see [Add custom information type](#).

5. Select the masking type.
  - **Full masking** –Completely cover the sensitive information to make it unreadable.
  - **Partial masking** –Partially cover the sensitive information. Only the relevant sections are covered leaving the rest intact.

When you select **Partial marking**, you must select characters starting from the beginning or the end of the document. You must enter the numbers in the **First masked characters** and **Last masked characters** fields.

The **Preview** field displays the masking format. This preview is not available for custom policies.

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

## Add custom information type

You can add a custom information type by adding the information type's regular expression.

1. In **Select Information type**, select **Custom**, and then click **Add**.
2. In **Field name**, enter the name for the information type that you want to mask.
3. In **Number of characters**, enter the number of characters of the information type.
4. In **Regular Expression (RE2 library)**, enter the expression for the custom information type. For example, `^4[0-9]{ 12 } (?:[0-9]{ 3 } )?$.`
5. Select a masking type, if you want to mask the complete information or the first or last few characters.
6. Click **Save**, and then click **Done**.

Personal data masking settings

Select information type

Select...

Add

Custom 1

Field name

Visa1

Number of characters

12

Regular expression (RE2 library)

^4[0-9]{12}([0-9]{3})?\$

Select masking type

☐ Full masking

☒ Partial masking

First masked characters

3

Last masked characters

3

No preview available

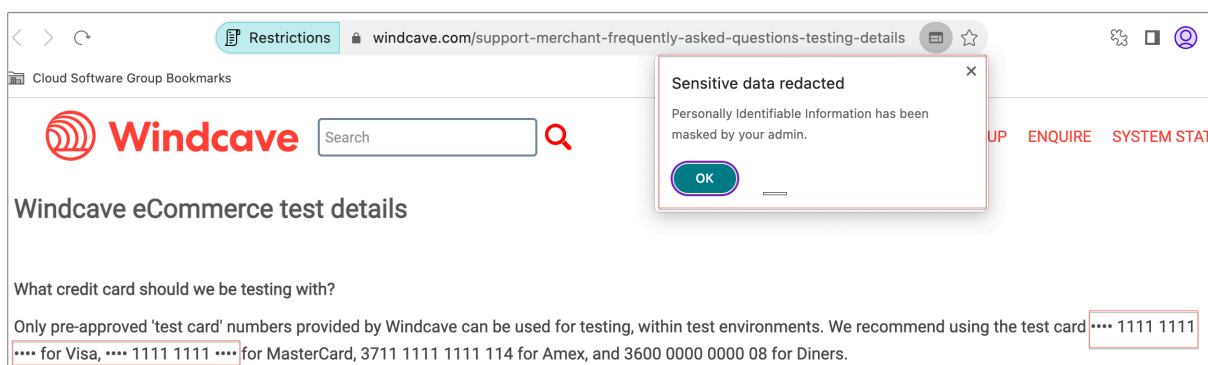
Cancel

Save

Done

Cancel

The following figure displays a sample app in which the PII is masked. The figure also displays the notification related to masking of the PII.



## Popups

Enable/disable the display of popups within the SaaS or internal web app configured with this policy when accessed via Citrix Enterprise Browser. By default popups are disabled within webpages. Default value: Always block pop-ups.

End users must use Citrix Enterprise Browser version 126 or later for accessing applications for which this restriction is enabled.

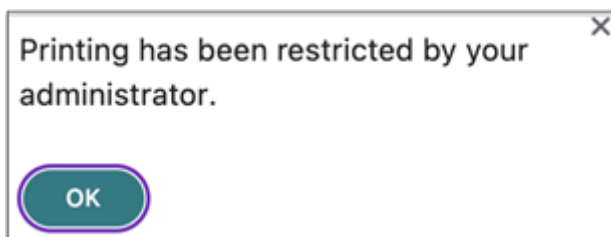
To enable display of popups, perform the following steps:

1. Create or edit an access policy. For details, see [Configure access policies](#).
2. In **Actions**, select **Allow with restrictions**.
3. Click **Popups** and then click **Edit**.
4. In the **Popups settings** page, click **Always allow pop-ups**.
5. Click **Save**, and then click **Done**.

## Printing

Enable/disable printing data from the configured SaaS or Internal web apps with this policy when accessed via Citrix Enterprise Browser. Default value: Enabled.

The following message appears when an end user tries to print content from the application for which the printing restriction is enabled.



**Note:**

If both **Printing** and **Printer management** restrictions are enabled in a policy, the **Printing** restriction takes precedence over the **Printer management** restriction.

## Printer management

Enable/disable printing data by using the admin-configured printers from the configured SaaS or internal web apps with this policy when accessed via Citrix Enterprise Browser.

**Note:**

- The **Printer management** restriction is available in addition to the **Printing** restriction where printing is either enabled or disabled.  
If both **Printing** and **Printer management** restrictions are enabled in an access policy, the **Printing** restriction takes precedence over the **Printer management** restriction.
- End users must use Citrix Enterprise Browser version 126 or later for accessing applications for which this restriction is enabled. Else, the application access is restricted.

To enable/disable printing restrictions, perform the following steps:

1. Create or edit an access policy. For details on creating an access policy, see [Configure access policies](#).
2. In **Actions**, select **Allow with restrictions**.
3. Click **Printer management** and then click **Edit**.

### Printer management settings

Specify which printer targets can be selected by end users when printing. If both this setting and the Printing setting are used, the Printing setting takes precedence. Requires Citrix Enterprise Browser v126 or later.

#### Network printers

☐ Disabled

☒ Enabled

Enable printers by hostname

All printers are allowed by default unless specific hostnames are populated.

+

#### Local printers

☐ Disabled

☒ Enabled

#### Print using Save as PDF

☒ Disabled

☐ Enabled

SaveCancel

1. Select the exceptions as per your requirement.

- **Network printers** - A network printer is a printer that can be connected to a network and used by multiple users.
  - **Disabled:** Printing from any printers in the network is disabled.
  - **Enabled:** Printing from all network printers is enabled. If printer host names are specified, then all other network printers apart from the ones specified are blocked.

**Note:** Network printers are identified by their host names.

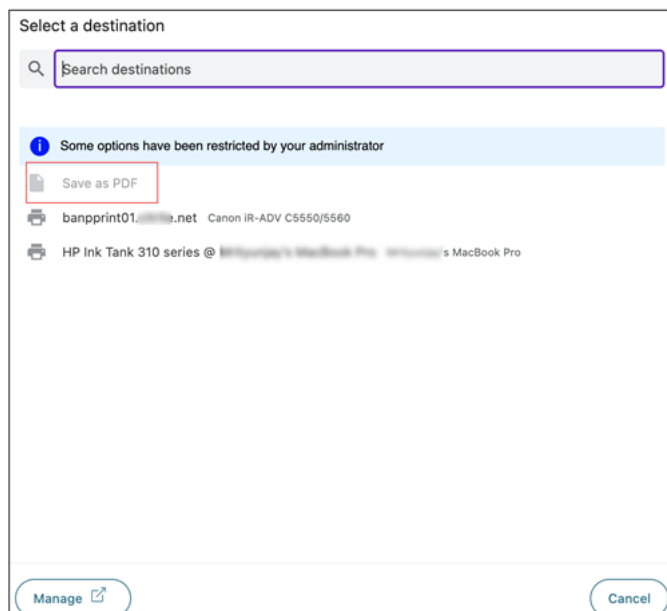
- **Local printers** - A local printer is a device directly connected to an individual computer through a wired connection. This connection is typically facilitated through USB, parallel ports, or other direct interfaces.
  - **Disabled:** Printing from all local printers is disabled.
  - **Enabled:** Printing from all local printers is enabled.
- **Print using Save as PDF**
  - **Disabled:** Saving the content from the application in a PDF format is disabled.
  - **Enabled:** Saving the content from the application in a PDF format is enabled.

2. Click **Save**.



If a network printer is disabled, then the specific printer name appears grayed out when you try to select the printer in the **Destination** field.

Also, if **Print using Save as PDF** is disabled, then when you click the **See more** link in the **Destination** field, the **Save as PDF** option appears grayed out.



## Screen capture

Enable/disable the ability to capture the screens from the SaaS or internal web app with this policy when accessed via Citrix Enterprise Browser using any of the screen capture programs or apps. If a user tries to capture the screen, a blank screen is captured. Default value: Enabled.

## Upload restriction by file type

Enable/disable the user's ability to download specific MIME (file) type from the SaaS or internal web app with this policy when accessed via Citrix Enterprise Browser.

### Note:

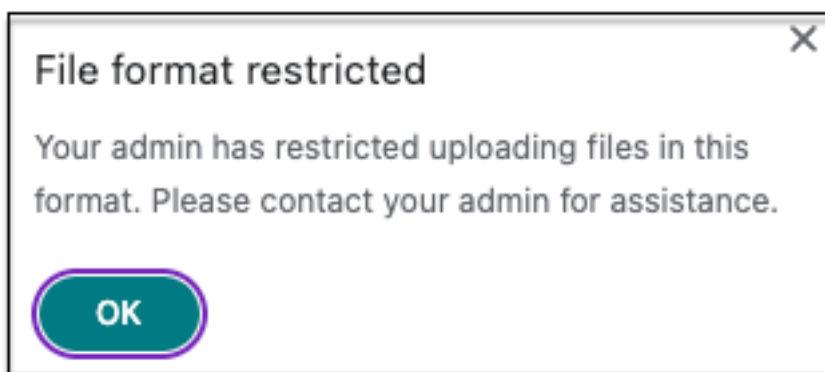
- The **Upload restriction by file type** restriction is available in addition to the **Upload** restriction.
- If both **Upload** and **Upload restriction by file type** restrictions are enabled in a policy, the **Uploads** restriction takes precedence over the **Upload restriction by file type** restriction.
- End users must use Citrix Enterprise Browser version 126 or later for accessing applications for which this restriction is enabled. Else, the application access is restricted.

To enable/disable uploading of MIME types, perform the following steps:

1. Create or edit an access policy. For details, see [Create access policies](#).
2. In **Actions**, select **Allow with restrictions**.
3. Click **Upload restriction by file type** and then click **Edit**.
4. In the **Upload restriction by file type settings** page, select one of the following:
  - Allow all uploads with exceptions** –Upload all files except the selected types.
  - Block all uploads with exceptions** –Blocks all file types from uploading except the selected types.
5. If the file type does not exist in the list, then do the following:
  - a) Click **Add custom MIME types**.
  - b) In **Add MIME types**, enter the MIME type in the format `category/subcategory<extension>`. For example, `image/png`.
  - c) Click **Done**.

The MIME type now appears in the list of exceptions.

When an end user tries to upload a restricted file type, Citrix Enterprise Browser displays a warning message.



## Uploads

Enable/disable the user's ability to upload within the SaaS or internal web app configured with this policy when accessed via Citrix Enterprise Browser. Default value: Enabled.

### Note:

If both **Uploads** and **Upload restriction by file type** restrictions are enabled in a policy, the **Uploads** restriction takes precedence over the **Upload restriction by file type** restriction.

## Watermark

Enable/disable the watermark on the user's screen displaying the user name and IP address of the user's machine. Default value: Disabled.

## Webcam

Prompt/do not prompt users every time to access the webcam within the SaaS or internal web app configured with this policy when accessed via Citrix Enterprise Browser. Default value: Prompt every time.

End users must use Citrix Enterprise Browser version 126 or later for accessing applications for which the **Webcam** restriction is enabled.

To allow webcam every time without being prompted, perform the following steps:

1. Create or edit an access policy. For details, see [Configure access policies](#).
2. In **Actions**, select **Allow with restrictions**.
3. Click **Webcam** and then click **Edit**.
4. In the **Webcam settings** page, click **Always allow access**.
5. Click **Save**, and then click **Done**.

### Note:

- If the Webcam restriction is enabled in the Secure Private Access policy, then Citrix Enterprise Browser displays the settings **Allow**.
- If the option **Prompt every time** in Secure Private Access policy, then the setting applied on Citrix Enterprise Browser varies depending on whether or not the Global App Configuration service (GACS) is used to manage Citrix Enterprise Browser.
  - If GACS is used, then the GACS setting is applied on Citrix Enterprise Browser.
  - If GACS is not used, then Citrix Enterprise Browser displays the setting **Ask**.
- Currently, Secure Private Access does not support blocking of the webcam. If you need to block webcam, you must do it through GACS.

For more information on GACS, see [Manage Citrix Enterprise Browser through Global App Configuration service](#).

## Clipboard restriction for security groups

You can enable clipboard access for a designated group of apps by using the **Security groups** restriction (**Applications > Security groups**). Security groups are assigned a set of apps within which the

copy and paste operations can be performed. To enable clipboard access within the apps in a security group, you must just have an access policy configured with the action **allow** or **allow with restrictions** without selecting any access setting.

- When the **Security groups** restriction is enabled, you cannot copy / paste data between applications in different security groups. For example if the app “ProdDocs” belongs to security group “SG1” and the app “Edocs” belong to security group “SG2”, you cannot copy / paste content from “Edocs” to “ProdDocs” even if **Copy / Paste** restriction is enabled for both groups.
- For apps not part of a security group, you can have an access policy created with action **allow with restrictions** and selecting the restrictions (**Copy**, **Paste**, or **Clipboard**). In this case, the app is not part of a security group and hence the **Copy / Paste** restriction can be applied on that app.

**Note:**

You can also restrict clipboard access for apps accessed via Citrix Enterprise Browser through the Global App Configuration service (GACS). If you are using GACS to manage Citrix Enterprise Browser, then use the **Enable Sandboxed Clipboard** option to manage the clipboard access. When you restrict clipboard access through GACS, it applies to all apps accessed via Citrix Enterprise Browser. For more information on GACS, see [Manage Citrix Enterprise Browser through Global App Configuration service](#).

To create a security group, perform the following steps:

1. In the Secure Private Access console, click **Applications** and then click **Security groups**.
2. Click **Add a new security group**.

Security group name

sec-group-1

Add web or SaaS applications

dribbble X Wikipedia X Pinterest X

By default, you can copy and paste data between apps within the same security group. Copy and pasting to apps outside of the security group is not allowed.

> Advanced clipboard settings ?

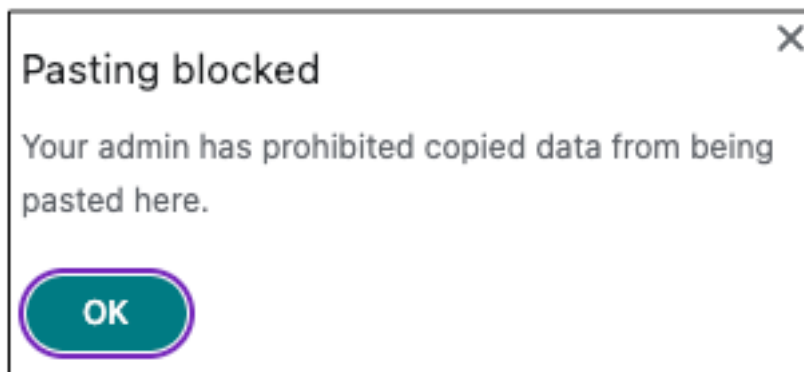
Cancel Save

1. Enter a name for the security group.
2. In **Add web or SaaS applications**, choose the applications that you want to group together to enable the copy and paste control. For example, Wikipedia, Pinterest and Dribble.
3. Click **Save**.

For details on Advanced clipboard settings, see [Enable copy / paste controls for native applications and unpublished apps](#).

When end users launch these applications (Wikipedia, Pinterest and Dribble) from Citrix Workspace, they must be able to share data (copy / paste) from one application to the other applications within the security group. The copy / paste occurs irrespective of other security restrictions that are already enabled for the applications.

However, end users cannot copy and paste content from their local applications on their machines or unpublished applications to these designated applications and vice versa. The following notification appears when the content is copied from the designated application into another application:



**Note:**

You can enable copy / paste content from local applications on user machines or unpublished applications controls by using the options in the **Advanced clipboard settings** section. For details, see [Enable copy / paste controls for native applications and unpublished apps](#).

### Enable granular level copy / paste

You can enable granular level clipboard access within the applications in a designated group. You can do so by creating access policies for the applications and enabling the **Copy / Paste** restriction as per your requirement.

**Note:**

Ensure that the specific access policy that you have created for granular level clipboard access has a higher priority than the policy that you have created for the security groups.

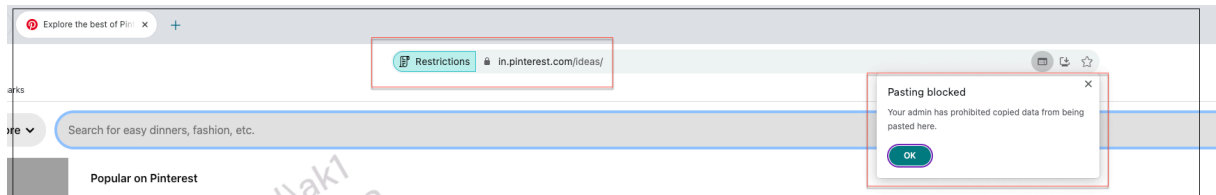
**Example:**

Consider that you have created a security group with three applications namely, Wikipedia, Pinterest and Dribble.

Now, you want to restrict the pasting of content from Wikipedia or Dribble into Pinterest. To do so, perform the following steps:

1. Create or edit an access policy assigned for the application **Pinterest**. For details on creating an access policy, see [Configure access policies](#).
2. In **Actions**, select **Allow with restrictions**.
3. Select **Paste**.

Although Pinterest is part of a security group which also contains Wikipedia and Dribble, users cannot copy content from Wikipedia or Dribble to Pinterest because of the access policy associated with Pinterest in which the **Paste** restriction is enabled.



### Enable copy / paste controls for native applications and unpublished apps

1. Create a security group. For details, see [Clipboard security groups for Copy and Paste restrictions](#).
2. Expand **Advanced clipboard settings**.

✓ Advanced clipboard settings ?

**Data out of the security group**

☐ Allow copying data from the security group to unpublished domains ?  
End users can copy data from apps within the security group and paste it into other Enterprise Browser apps.

☐ Allow copying data from the security group to native apps  
End users can copy data from apps in the security group and paste it into a local app on their machine.

**Data into the security group**

☐ Allow copying data from unpublished domains to the security group ?  
End users can copy data from other Enterprise Browser apps and paste it into apps within the security group.

☐ Allow copying data from native apps operating system apps to the security group  
End users can copy data from a local app on their machine and paste it into apps within the security group.

Cancel Save

3. Select the following options as per your requirement:
- **Allow copying of data from the security group to unpublished domains** –Enable copying of data from applications in the security groups to the apps that are not published in Secure Private Access.
  - **Allow copying of data from the security group to native apps** - Enable copying of data from the applications in the security groups to the local applications on your machines.

- **Allow copying of data from the unpublished domains to the security group** –Enable copying of data from the apps not published through Secure Private Access to the applications in the security groups.
- **Allow copying of data from native apps operating system the security group** - Enable copying of data from local applications on the machines to the applications.

### Known issues

- The routing table in (**Settings > Application Domain**) retains the domains of a deleted application. Hence, these applications are also considered as published applications in Secure Private Access. If these domains are accessed directly from Citrix Enterprise Browser, copy / paste is disabled from these applications irrespective of the options that you have selected in **Advanced clipboard settings**.

For example, assume the following scenario:

- You have deleted an application named Jira2 (<https://test.citrite.net>) that was part of a security group.
- You have enabled the option **Allow copying of data from the security group to unpublished domains**.

In this scenario, if the user tries to copy data from this application into another application in the same security group, the pasting control is disabled. A notification regarding the same is displayed to the user.

- For a SaaS app, the app access can be denied if the application is configured with an access policy with action **Deny access**. The end users can still access the app because the app traffic is not tunneled through Secure Private Access. Also, if the application is part of the security group, the security group settings are not honored and hence you cannot copy / paste content from the application.

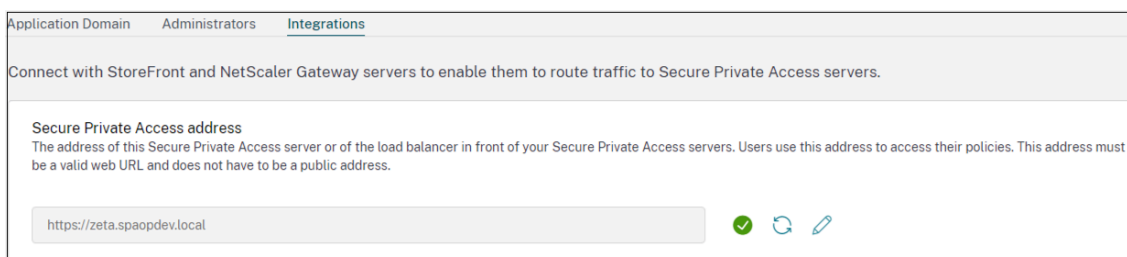
## Deploy Secure Private Access as a cluster (Optional)

August 18, 2025

The Secure Private Access on-premises solution can be deployed as a cluster for high availability, high throughput, and scalability. For large deployments (for example, over 5000 users), multiple separate Secure Private Access nodes can be deployed to distribute the workload and enhance scalability.

## Create Secure Private Access nodes

- Create a new Secure Private Access site. For details, see [Setup a Secure Private Access site](#).
- Add the required number of cluster nodes to the Secure Private Access site. For details, see [Setup Secure Private Access by joining an existing site](#).
- In each Secure Private Access node, configure the same server certificates. The certificate subject common name or subject alternative name must match the load balancer FQDN.
- While configuring the first node in Secure Private Access, use the load balancer names. To add the subsequent nodes, specify the database address in the Integrations tab and manually run the database script. For details on upgrading the database using scripts, see [Upgrade the database using scripts](#).



The screenshot shows the 'Integrations' tab in a configuration window. At the top, there are three tabs: 'Application Domain', 'Administrators', and 'Integrations'. Below the tabs, a message states: 'Connect with StoreFront and NetScaler Gateway servers to enable them to route traffic to Secure Private Access servers.' The main section is titled 'Secure Private Access address' and contains a descriptive text: 'The address of this Secure Private Access server or of the load balancer in front of your Secure Private Access servers. Users use this address to access their policies. This address must be a valid web URL and does not have to be a public address.' Below this text is a text input field containing the URL 'https://zeta.spaopdev.local'. To the right of the input field are three icons: a green checkmark, a circular refresh arrow, and a pencil icon for editing.

## Load balancer configuration

There are no specific load balancing configuration requirements for the Secure Private Access cluster setup. If you are using NetScaler® as the load balancer, note the following:

- The FQDNs used to access StoreFront are included in the DNS field as subject alternative name (SAN). If you are using a load balancer, then include both the individual server's FQDN and the load balancer FQDN. This is applicable for SSL certificates. For Secure Private Access, configuring a load balancer is sufficient. For details, see [Load balancing with NetScaler](#).  
Before configuring Secure Private Access, the StoreFront Store must be configured. If using a load balancer, configure the base URL with the load balancer name and use HTTPS for secure communication. For details, see [Securing StoreFront with HTTPS](#).
- Secure Private Access services are recommended to run as HTTPS but this is not a mandatory requirement. Secure Private Access services can be deployed as HTTP as well.
- SSL offload or SSL bridge is supported, so any load balancer configuration can be used. When using SSL bridge, ensure to configure the same server certificates in each Secure Private Access node. Also, the certificate subject common name or subject alternative name (SAN) must match the load balancer FQDN. Also, SAN must be configured in the Load Balancer service.
- The correct SSL certificate is bound to the IIS server and NetScaler.



- Secure ciphers are used.
- Secure Private Access services (both admin and runtime) are stateless, and so persistency is not required.
- Load balancers (for example NetScaler) have default built-in monitors (probes) for back-end servers. If you must configure a custom HTTP based monitor (probe) for Secure Private Access on-premises servers, the following endpoint can be used:

`/secureAccess/health`

Expected response:

```
1  Http status code: 200 OK
2
3  Payload:
4
5  {
6    "status":"OK","details":{
7    "duration":"00:00:00.0084206","status":"OK" }
8  }
```

For details about configuring a NetScaler load balancer, see [Setup basic load balancing](#).

## Create monitor for Secure Private Access

Use the following CLI command to create a monitor for Secure Private Access.

```
add lb monitor SPAHealth HTTP -respCode 200 -httpRequest "GET /
secureAccess/health"-secure YES
```

After creating a monitor, bind the certificate to the monitor.

For details about creating monitors using the NetScaler UI, see [Create monitors](#).

## Uninstall Secure Private Access

August 18, 2025

You can uninstall Secure Private Access from **Control Panel > Programs > Programs and Features**.

1. Select **Citrix Virtual Apps and Desktops™ 7 2405 –Secure Private Access**.
2. Click **Uninstall**.
3. Follow the on-screen instructions and complete the uninstallation.

**Note:**

If the Secure Private Access post installation setup is completed, then before uninstalling Secure Private Access, download the StoreFrontScripts.zip file from the admin console to remove the Secure Private Access plug-in from the StoreFront store configuration.

To download StoreFrontScripts zip file, follow these steps:

1. Log in to the Secure Private Access admin console.
2. Click **Settings** and then click the **Integrations** tab.
3. Click **Download Script** in the StoreFront Store URL section.

## **Remove the Secure Private Access plug-in from the StoreFront store configuration**

After you uninstall Secure Private Access, you must remove the Secure Private Access plug-in from the StoreFront store configuration.

1. Log in to the StoreFront machine.
2. Download the StoreFrontScripts.zip file.
3. Unzip StoreFrontScripts.zip to a folder.
4. Open a PowerShell window with the admin privileges.
5. Run the following command:

```
cd <unzipped folder>  
.\RemoveStorefrontConfiguration.ps1
```

## **Upgrade**

August 18, 2025

You can upgrade your Secure Private Access deployments to a newer version without having to first set up new machines or sites. Before you upgrade, we recommend that you create the snapshots or save the configurations. To start an upgrade, you run the installer from the new version to upgrade the previously installed Secure Private Access plug-in.

### **Upgrade sequence**

The upgrade sequence is as follows:

1. You can upgrade Secure Private Access through the Delivery Controller™ or through the dedicated Secure Private Access tile in the installer UI based on how you originally installed Secure Private Access.
  - If you have installed Secure Private Access via Delivery Controller, then you cannot upgrade the Secure Private Access component alone. Instead, you must upgrade all the components. For details, see [Upgrade a deployment](#).
  - If you have installed Secure Private Access through the dedicated Secure Private Access tile, then you can upgrade it independently. For details, see [Upgrade your Secure Private Access installer](#).

**Note:**

We recommend that you install Secure Private Access through the Delivery Controller for POC environments, However, for production environments, we recommend that you use the dedicated installer so that you can adapt new features or functionality.

2. Run the database scripts. For details, see [Upgrade the database using scripts](#).
3. Run the StoreFront configuration again. Download the StoreFront scripts from **Settings > Configuration**, and run the scripts on the corresponding StoreFront machines. For details, see [Modify integration settings](#).

**Note:**

If you do not run the scripts, the endpoints are not triggered.

4. (Optional) Run the NetScaler Gateway script. For details, see [NetScaler Gateway](#).

## Upgrade your Secure Private Access installer

August 18, 2025

1. Download the Citrix Secure Private Access 2405 installer from <https://www.citrix.com/downloads/citrix-secure-private-access/spa-onprem-standalone/>.
2. Run the .exe as an administrator on a domain joined machine.
3. Follow the on-screen instructions to complete the installation.

**Citrix Virtual Apps and Desktops 7** - Secure Private Access

**Software License Agreement** [Printable version](#)

**Licensing Agreement**

- Firewall
- Summary
- Upgrade
- Finish

*Last Revised: August 19, 2020*

**CITRIX LICENSE AGREEMENT**

This is a legal agreement ("AGREEMENT") between the end-user customer ("you"), and the providing Citrix entity (the applicable providing entity is hereinafter referred to as "CITRIX"). This AGREEMENT includes the Data Processing Agreement, the Citrix Services Security Exhibit and any other documents incorporated herein by reference. Your location of receipt of the Citrix product (hereinafter "PRODUCT") and maintenance (hereinafter "MAINTENANCE") determines the providing entity as identified at <https://www.citrix.com/buy/licensing/citrix-providing-entities.html>. BY INSTALLING AND/OR USING THE PRODUCT, YOU AGREE TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, DO NOT INSTALL AND/OR USE THE PRODUCT. Nothing contained in any purchase order or any other document submitted by you shall in any way modify or add to the terms and conditions contained in this AGREEMENT. This AGREEMENT does not apply to third party products sold by Citrix, which shall be subject to the terms of the third party provider.

**1. PRODUCT LICENSES.**

a. End User Licenses. Citrix hereby grants Customer a non-exclusive worldwide license to use the software in a software PRODUCT and the software installed in

☒ I have read, understand, and accept the terms of the license agreement

☐ I do not accept the terms of the license agreement

[Back](#) [Next](#) [Cancel](#)

**Citrix Virtual Apps and Desktops 7** - Secure Private Access

**Summary**

- ✓ Licensing Agreement
- ✓ Additional Components
- ✓ Firewall
- Summary**
- Upgrade
- Finish

Review the prerequisites and confirm the components you want to upgrade.

**Installation directory**

C:\Program Files\Citrix

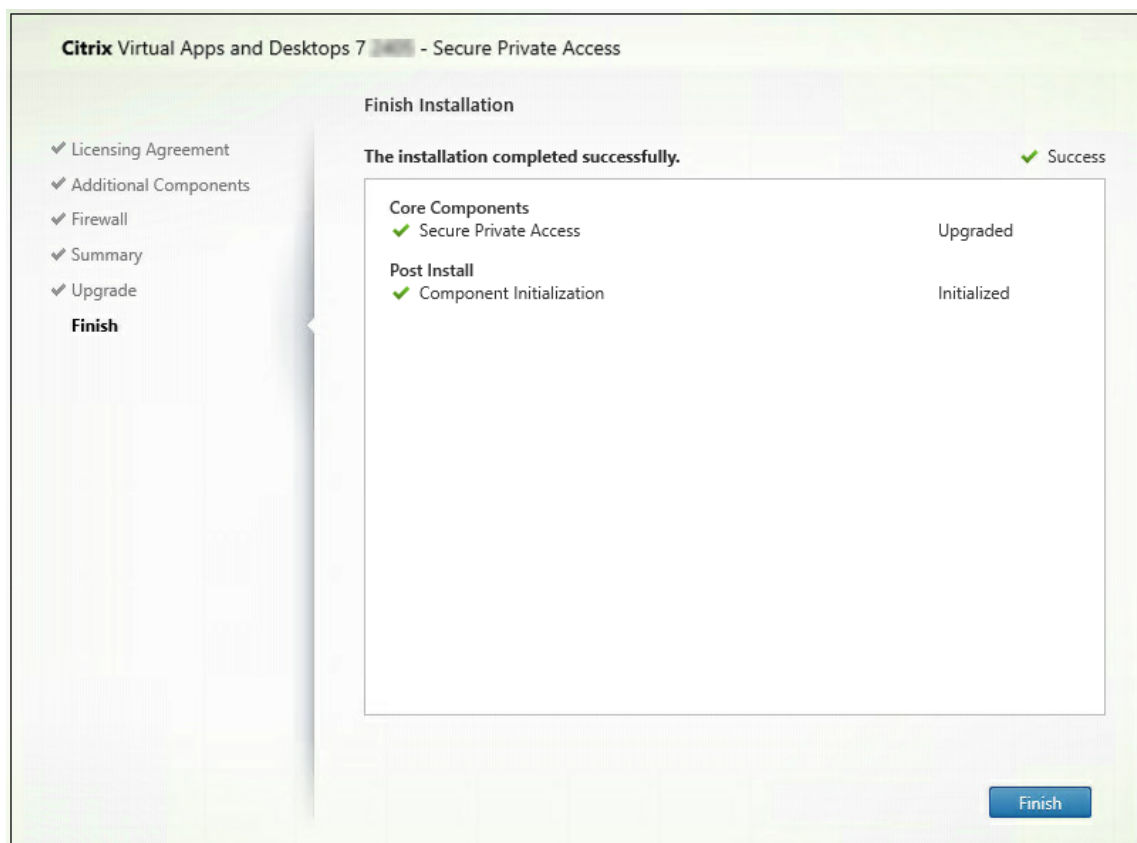
**Core Components**

Secure Private Access

**Firewall**

TCP Ports: 443, 4443

[Back](#) [Upgrade](#) [Cancel](#)



**Important:**

After you upgrade the installer to release 2405, you must re-run the StoreFront™ script so that the new endpoint details are available.

**Next steps**

- [Set up Secure Private Access](#)
- [Configure NetScaler Gateway](#)
- [Configure applications](#)
- [Configure access policies for the applications](#)

**Upgrade the database using scripts**

August 18, 2025

You can use the admin config tool to download the database upgrade scripts for the Secure Private Access plug-in.

1. Open the PowerShell or the command prompt window with admin privileges.
2. Change the directory to the Admin\AdminConfigTool folder under the Secure Private Access installation folder (for example, cd "C:\Program Files\Citrix\Citrix Access Security\Admin\AdminConfigTool").
3. Run the following command:  

```
.\AdminConfigTool.exe /DOWNLOAD_UPGRADE_DB_SCRIPTS <output folder>
```

## Manage

August 1, 2024

After you have installed Secure Private Access, you can modify the settings from the Settings page. You can manage routing of application domains, administrators and modify the integration settings.

To modify the settings, you must sign into the Secure Private Access admin console with a Secure Private Access administrator account.

For details on how to update or modify the settings, see the following topics:

- [Manage routing of application domains](#)
- [Manage administrators](#)
- [Modify integration settings](#)

## Manage settings after installation

August 18, 2025

### Manage routing of application domains

You can view a list of application domains added in your Secure Private Access setup. The application domains table lists all the related domains and how the app traffic is routed (externally or internally).

1. Click **Settings > Application Domain**.
2. You can click the edit icon and change the routing type, if required.

## Manage administrators

You can view the list of administrators and also add administrators from the **Settings > Administrators** page. The administrator who installs the Secure Private Access the first time is granted full permission. This admin can then add other administrators to the setup.

You can also add admin groups so that access is enabled for all the admins in that group.

1. In the **Administrators** page, click **Add**.
2. In **Domain**, select the domain to which this administrator must be added.
3. In **Users or user group**, select the user or a group to which this user belongs.
4. In **Admin Type**, select the permission type that must be assigned to this user.

## Modify integration settings

After you have set up Secure Private Access, you can modify or update the StoreFront™ and NetScaler Gateway entries from the **Integrations** tab.

1. Click **Settings > Integrations**.
2. Click the edit icon in line with the setting that you want to modify and update the entry.
3. Click the refresh icon to ensure that the settings are valid.

### Note:

If Secure Private Access is installed on a machine different that StoreFront, then download the StoreFront script and run it on the StoreFront.

Application Domain Administrators **Integrations**

Connect with StoreFront and NetScaler Gateway servers to enable them to route traffic to Secure Private Access servers.

**Secure Private Access address**  
The address of this Secure Private Access server or of the load balancer in front of your Secure Private Access servers. Users use this address to access their policies. This address must be a valid web URL and does not have to be a public address.

**StoreFront Store URL**  
The complete StoreFront store URL.

[Download Script](#)

[+ Add another Store URL](#)

**Public NetScaler Gateway address**  
The internet facing addresses of all the NetScaler Gateways fronting StoreFront. If you have a GSLB deployment, add both the GSLB address as well as the individual NetScaler Gateway addresses.

[Get Gateway scripts](#)

[Refresh Certificate](#)

[+ Add another public address](#)

**NetScaler Gateway virtual IP address and callback URL**  
The Gateway VIP is the private IP address of the NetScaler Gateway virtual server(not the callback virtual server) that is sent with all traffic. The callback address is an endpoint on each of the NetScaler Gateways that enables key functionality. They are associated with each other, and by matching on the VIP address, Secure Private Access will know which callback address to invoke. For both fields, use the same values as configured in StoreFront.

**Gateway VIP**  **Callback URL**

[+ Add another virtual IP address and callback URL](#)

**Director URL**  
Utilize the monitoring capabilities of Director in Secure Private Access.

**License Server URL**  
A license server is a mandatory component required to collect and process licensing data.

## Manage applications and policies

August 18, 2025

After configuring the applications and access policies, you can edit them if necessary.

### Edit an application

1. In the Secure Private Access admin console, click **Applications**.



2. Click the ellipsis button in line with the application that you want to modify and then click **Edit Application**.
3. Edit the app details.
4. Click **Save**.

Edit App

Click Finish once you're finished editing your app.

App Details

Where is the application located? \*

Outside my corporate network

☒ Inside my corporate network

App type \*

HTTP/HTTPS

App name \*


Slack

App description

App category ⓘ

Verizon

App icon

 [Change icon](#) [Use default icon](#)  
(128 KB max, ICO)

☐ Do not display application icon in Workspace app

☐ Add application to favorites in Workspace app

☐ Allow user to remove from favorites

☐ Do not allow user to remove from favorites

URL \*

https://csg.enterprise.slack.com

App Connectivity \* ⓘ

Internal

Related Domains \*

\*.csg.enterprise.slack.com

App Connectivity \* ⓘ

Internal

Related Domains \*

\*.slack.com

App Connectivity \* ⓘ

Internal

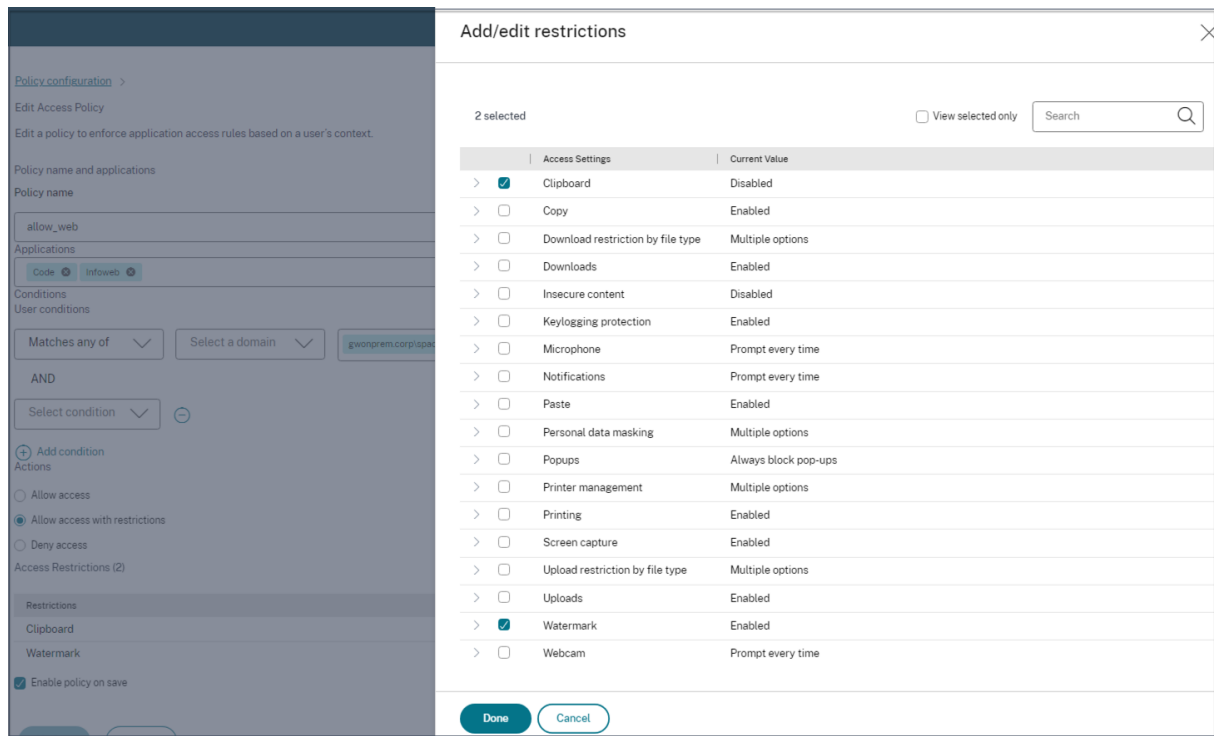
[+ Add another related domain](#)

Save

Cancel

## Edit an access policy

1. In the Secure Private Access admin console, click **Access Policies**.
2. Click the ellipsis button in line with the policy that you want to modify and then click **Edit access policy**.
3. Edit the policy details.
4. Click **Update**.



## Unsanctioned websites

August 18, 2025

Applications (intranet or internet) that are not configured within Secure Private Access are regarded as “Unsanctioned Websites”. By default, Secure Private Access denies access to all intranet web applications if there are no applications and access policies configured for those applications.

For all other internet URLs or SaaS applications that do not have an app configured, admins can use the **Settings > Unsanctioned Websites** tab from the admin console to allow or deny access via Citrix Enterprise Browser.

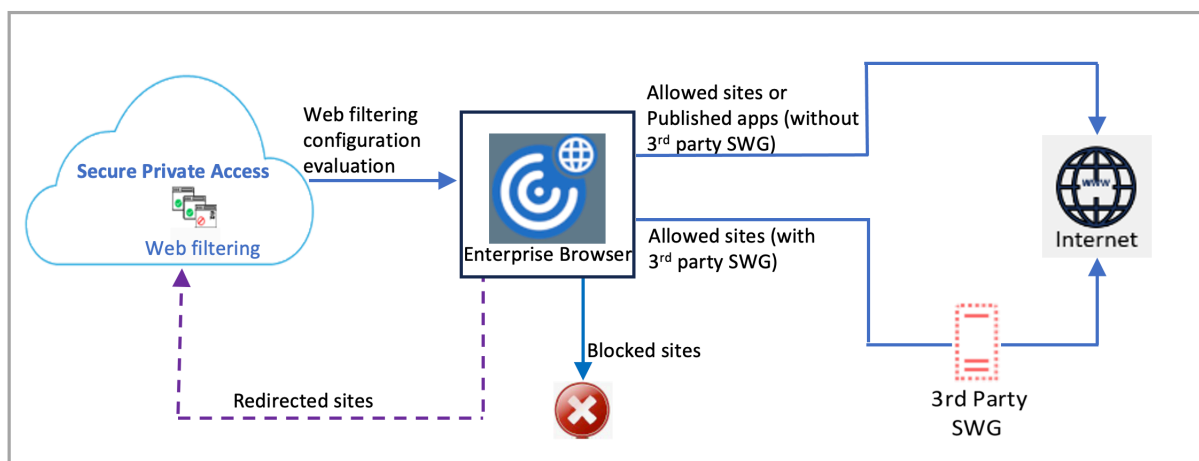
**Note:**

By default, settings are configured to ALLOW access to all internet URLs or SaaS apps via Citrix Enterprise Browser.

**How unsanctioned websites work**

1. URL analysis check is done to determine if the URL is a Citrix® service URL.
2. The URL is then checked to determine if it is an Enterprise web or SaaS app URL.
3. The URL is then checked to determine if it is identified as a blocked URL or if the URL can be allowed to be accessed.

The following illustration explains the end user traffic flow.



When a request arrives, the following checks are performed, and corresponding actions are taken:

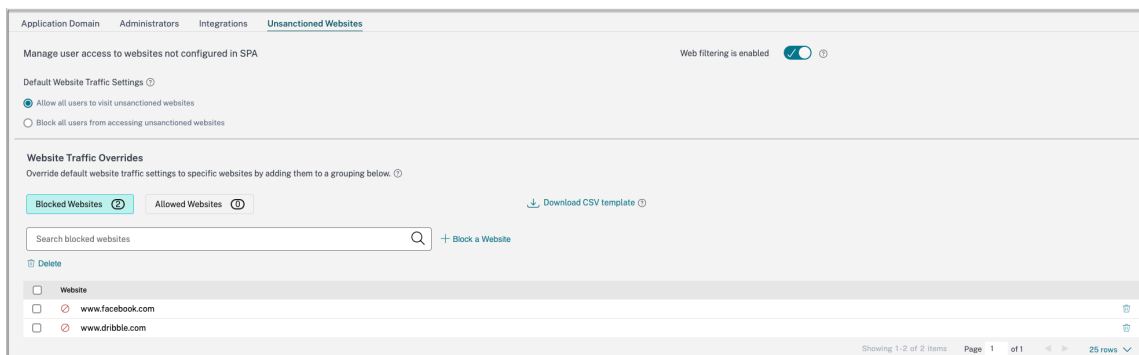
1. Does the request match the global allow list?
  - a) If it matches, the user can access the requested website.
  - b) If it does not match, website lists are checked.
2. Does the request match the configured website list?
  - a) If it matches, the following sequence determines the action.
    - i. Block
    - ii. Allow
  - b) If it does not match, the default action (ALLOW) is applied. The default action cannot be changed.

## Configure rules for unsanctioned websites

1. In the Secure Private Access admin console, click **Settings > Unsanctioned Websites**.

### Note:

- The web filtering feature is enabled by default and access to all unsanctioned internet URLs is allowed.
- You can change the setting to **Block all users from accessing unsanctioned websites** to block access to any internet URL via Citrix Enterprise Browser for all users.



You can also change settings for specific URLs by adding them to blocked websites or allowed websites.

For example, if you have blocked access to all unsanctioned URLs by default and you want to allow access to only a few specific internet URLs, then you can do so by performing the following steps:

- a) Click the **Allowed Websites** tab, and then click **Allow a Website**.
- b) Add the website address that must be allowed access. You can either manually add the website address or drag and drop a CSV file containing the website address.
- c) Click **Add a URL** and then click **Save**.

The URL is added to the list of allowed websites.

## End user flow

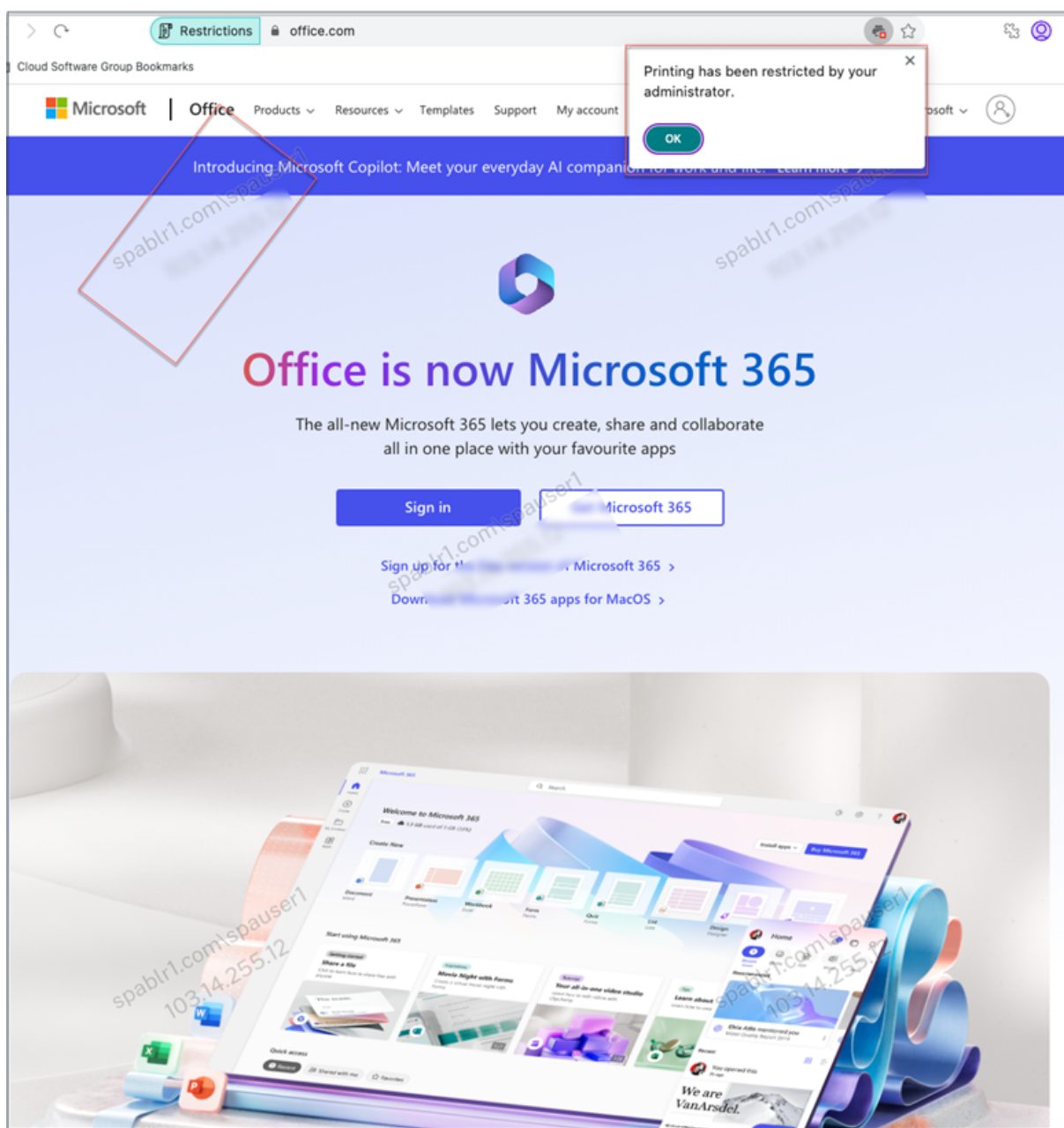
August 18, 2025

Assume that an admin has configured the Office365 app with the watermark and print restriction for the end user. Now, when the end user accesses the Office365 app, the watermark and print restrictions must be applied on the app.

The end user must perform the following steps to access the Office365 app:

1. Access the StoreFront™ store from the Citrix Workspace™ app.
2. Log on to the store.
3. Click the **Apps** tab, and then click the **Office365** application.

The end user must now notice that the Office365 application is launched and contains the watermark. Also, if the end user tries to print some data from the Office365 application, the print restriction message must be displayed to the user.



**Note:**

Administrators must provide users with the account information that they need to access virtual desktops and applications. For details, see [Adding store URL to Citrix Workspace app](#).

## Monitor and troubleshoot

August 18, 2025

The Secure Private Access **Troubleshooting** dashboard displays the logs related to application launch, app enumeration, and their statuses. For details, see [Dashboard overview](#).

### Troubleshooting

You might come across issues related to the following while or after setting up Secure Private Access:

- Certificate errors
- Database creation errors
- StoreFront™ failures
- Public gateway/callback gateway failures
- Secure Private Access Server not reachable

For details about fixing these issues, see [Basic troubleshooting](#).

### Session related codes in Director

Director integration with Secure Private Access enables effective performance monitoring and troubleshooting as issues from all the components in a Secure Private Access setup are captured in Director. It is recommended that you resolve the failure or exception issues by examining the logs. If that does not resolve the issue, contact support.

### References

- [Configure Director with Secure Private Access](#)
- [View a Secure Private Access session in Director](#)
- [Secure Private Access session codes in Director](#).
- [Director](#).

## Dashboard overview

August 18, 2025

The Troubleshooting dashboard displays the logs related to application launch, app enumeration, and the status. You can view the logs for the pre-set time or for a custom timeline. You can use the **Add Filter** option to refine your search based on the various criteria such as app category, user name, transaction ID, and so on. For example, in the search fields, you can select Transaction-ID, = (equals to some value), and enter 7456c0fb-a60d-4bb9-a2a2-edab8340bb15 in this sequence, to search for all logs related to this transaction ID.

You can add columns to the chart by clicking the + sign depending on what information you want to see in the dashboard. You can export the user logs into CSV format.

TIME	USER NAME	CATEGORY	RESULT	TRANSACTION ID	DETAILS
2024-06-19 12:26:29	spouser@spablr1.com	App Enumeration	Success	e4e1480e-0f37-4a25-8f90-a57a036f16a4	Total apps enumerated for user spouser@spablr1.com
2024-06-19 12:26:29	spouser@spablr1.com	App Enumeration	Success	e4e1480e-0f37-4a25-8f90-a57a036f16a4	SmartAccess tags received PL_OS_SecureAcc...
2024-06-19 12:26:29	spouser@spablr1.com	App Enumeration	Success	e4e1480e-0f37-4a25-8f90-a57a036f16a4	Credential validation succeeded for user spous...
2024-06-19 12:26:29	spouser@spablr1.com	App Enumeration	Success	e4e1480e-0f37-4a25-8f90-a57a036f16a4	Received Gateway callback response successf...
2024-06-19 12:55:22	spouser@spablr1.com	App Access	Success	a278c3c3-763d-4faf-8f9f-9d6d8d7f701b	Successfully validated the user credentials req...
2024-06-19 12:55:22	spouser@spablr1.com	App Access	Success	a278c3c3-763d-4faf-8f9f-9d6d8d7f701b	Policy evaluation returned access state as ALL...
2024-06-19 12:55:19	spouser@spablr1.com	App Access	Success	659b39b6-5949-4d8e-9926-da5a56a60986	Policy evaluation returned access state as ALL...
2024-06-19 12:55:19	spouser@spablr1.com	App Access	Success	659b39b6-5949-4d8e-9926-da5a56a60986	SmartAccess tags received PL_OS_SecureAcc...
2024-06-19 12:55:19	spouser@spablr1.com	App Access	Success	659b39b6-5949-4d8e-9926-da5a56a60986	Policy evaluation returned access state as ALL...
2024-06-19 12:55:19	spouser@spablr1.com	App Access	Success	659b39b6-5949-4d8e-9926-da5a56a60986	SmartAccess tags received PL_OS_SecureAcc...
2024-06-19 12:55:19	spouser@spablr1.com	App Access	Success	659b39b6-5949-4d8e-9926-da5a56a60986	Policy evaluation returned access state as ALL...
2024-06-19 12:55:19	spouser@spablr1.com	App Access	Success	659b39b6-5949-4d8e-9926-da5a56a60986	SmartAccess tags received PL_OS_SecureAcc...
2024-06-19 12:55:17	spouser@spablr1.com	App Access	Success	68d977eb-9f59-4ec7-8af5-a97ba2a42c97	Successfully enumerated and sent the policy doc...
2024-06-19 12:55:17	spouser@spablr1.com	App Access	Success	68d977eb-9f59-4ec7-8af5-a97ba2a42c97	Policy evaluation returned access state as ALL...
2024-06-19 12:55:17	spouser@spablr1.com	App Access	Success	40008bca-5068-4840-b7d6-7b20594a1cc7	Policy evaluation returned access state as ALL...
2024-06-19 12:55:17	spouser@spablr1.com	App Access	Success	40008bca-5068-4840-b7d6-7b20594a1cc7	SmartAccess tags received PL_OS_SecureAcc...
2024-06-19 12:55:17	spouser@spablr1.com	App Access	Success	68d977eb-9f59-4ec7-8af5-a97ba2a42c97	SmartAccess tags received PL_OS_SecureAcc...

You can use the following search operators to refine your search by using the **Add Filter** option:

- **= (equals to some value)**: To search for the logs/policies that exactly match the search criteria.
- **!= (not equal some value)**: To search for the logs/policies that do not contain the specified criteria.
- **~ (contains some value)**: To search for the logs/policies that match the search criteria partially.
- **!~ (does not contain some value)**: To search for the logs/policies that do not contain some of the specified criteria.

For example, you can search for an event type “Enumeration” by using the string **Event-Type > = (equals to some value) > Enumeration** in the search field.

Similarly, to search for users that partially contain the term “operator”, use the string **User-Name > ~ (contains some value) > operator**. This search lists all the user names that contain the term “operator”. For example, “local operator”, “admin operator”.

You can search for all logs related to a single event by using the transaction ID. The transaction ID correlates all Secure Private Access logs for an access request. One app access request can have multiple

logs generated, starting from authentication, then app enumeration and then app access itself. All these events generate their own logs. Transaction ID is used to correlate all of these logs. You can filter the logs using the transaction ID to find all logs related to a particular app access request.

## View contextual tags from logs

The **Show Details** link in the **Details** column displays the list of applications associated with the specific access policy and also the contextual tags associated with the policy.

Filters

Clear All

▼ CATEGORY

☐ App Enumeration

☒ App Access

▼ RESULT

☒ Success

☒ Failure

User-Name = "User" 

×

Last 1 Week 

▼

Search

Results are limited to the first 1000 records. Narrow your search criteria for more relevant results.

Export to CSV format

TIME	USER NAME	CATEGORY	RESULT	TRANSACTION ID	DETAILS
2023-09-07 10:29:13	spaopdev.local\usera	App Access	<div>Failure</div>	9c7c2de9-0351-43b1-8...	ERROR: Error in process...
2023-09-07 10:29:13	spaopdev.local\usera	App Access	<div>Success</div>	9c7c2de9-0351-43b1-8...	Show Details
2023-09-07 10:29:12	spaopdev.local\usera	App Access	<div>Success</div>	9c7c2de9-0351-43b1-8...	SmartAccess tags recei...
2023-09-07 10:29:12	spaopdev.local\usera	App Access	<div>Applications:<ul style="list-style-type: none"><li>Wikipedia is ALLOWED by Wikipedia_spaop_win10</li><li>Google! is ALLOWED by Google_spaop</li></ul>UserName: User A</div> <div>ContextualTags:<div>Windows10, PL_OS_SecureAccess_Gateway</div></div>		DSAuth validation was s...
2023-09-07 09:48:50	spaopdev.local\usera	App Access			Successfully generated ...
2023-09-07 09:48:50	spaopdev.local\usera	App Access			Show Details
2023-09-07 09:48:49	spaopdev.local\usera	App Access			SmartAccess tags recei...
2023-09-07 09:48:49	spaopdev.local\usera	App Access			DSAuth validation was s...
2023-09-07 09:48:40	spaopdev.local\usera	App Access	<div>Success</div>	22592f2f-f17b-4a5f-96...	Show Details
2023-09-07 09:48:40	spaopdev.local\usera	App Access	<div>Success</div>	22592f2f-f17b-4a5f-96...	Policy evaluation return...
2023-09-07 09:48:40	spaopdev.local\usera	App Access	<div>Success</div>	22592f2f-f17b-4a5f-96...	SmartAccess tags recei...
2023-09-07 09:48:40	spaopdev.local\usera	App Access	<div>Success</div>	22592f2f-f17b-4a5f-96...	DSAuth validation was s...
2023-09-07 09:46:27	spaopdev.local\usera	App Access	<div>Failure</div>	6e9d1dd1-5bdb-4474-8...	Go to Settings to activate Windows. ERROR: Error in process...

## Basic troubleshooting

September 10, 2025

This topic list some of the errors that you might come across while or after setting up Secure Private Access.

[Certificate errors](#)

[Database creation errors](#)

[StoreFront failures](#)

[Public gateway/callback gateway failures](#)

[Secure Private Access Server not reachable](#)

[Miscellaneous](#)



## Certificate errors

**Error message:** Unable to get the certificates automatically from one or more gateway servers.

This error message appears when you try to add a public NetScaler® Gateway address and there is an issue fetching the certificate. This issue can occur when setting up Secure Private Access or updating settings after the setup is complete.

**Workaround:** Update the gateway certificate the same way in which you would for Citrix Virtual Apps and Desktops.

## Database creation errors

- **Error message:** Failed to create database

**Resolution:** For Automatic case - The machine must have READ, WRITE, UPDATE permissions to create tables within the database on the SQL server.

- **Error message:** Failed to create database: A database already exists.

This error message might appear in any of the following scenarios.

- If the **Automatic configuration** option is selected while configuring the databases.
- If the admin is creating a database, it must be an empty database. This error message can appear if the database is a non-empty database.

**Resolution:** You must create an empty database.

- You uninstall Secure Private Access and retry the setup with the same site name. In this case, the database from the previous installation would not have been deleted.

**Resolution:** You must manually delete the database.

- You choose to set up the database manually (by selecting Manual Configuration in the Configuring Databases page) by using the script, and then change to the Automatic Configuration option but use the same site name. In this case, a database with the same name is already created while running the script.

**Resolution:** You must rename the site and then run the script again.

- The machine does not have the READ, WRITE, UPDATE permissions to create tables within the database on the SQL server.

**Resolution:** Enable appropriate permissions on the machine. For details, see [Permissions required to set up databases](#).

- **Error message:** Failed to create database: Connection failed

**Resolution:**

- Check database network connectivity from your machine. Ensure that the SQL server port is open on the firewall.
- If using a remote SQL server, check if the SQL server has login created with the Secure Private Access machine identity, Domain\hostname\$.
- If using a remote SQL server, confirm that the machine identity has the correct role assigned, system administrator role.
- If using a Local SQL server (not from the installer), check if the NT AUTHORITY\SYSTEM user must have a login created.

## StoreFront™ failures

- **Error message:** Failed to create StoreFront entry for: <Store URL>

Update the StoreFront entries from the **Settings** tab if it is not visible. After you have set up Secure Private Access using the wizard, you can edit StoreFront entries from the **Settings** tab. Note down the StoreFront Store URL for which this error occurred.

### Resolution:

1. Click **Settings** and then click the **Integrations** tab.
2. In **StoreFront Store URL**, add the StoreFront entry if it is not visible.

- **Error message:** Failed to configure StoreFront entry for: <Store URL>

### Resolution:

1. There might be a PowerShell execution policy restriction in place. Run the PowerShell script command `Get-ExecutionPolicy` for details.
2. If it is restricted, you must bypass this and run a StoreFront configuration script manually.
3. Click **Settings** and then click the **Integrations** tab.
4. In **StoreFront Store URL**, identify the StoreFront URL entry for which the error occurred.
5. Click the **Download Script** button next to this Store URL and run this PowerShell script with admin privileges on the machine on which the corresponding StoreFront installation is present. This script must be run on all the StoreFront machines.

### Note:

If you are retrying the installation after uninstalling, ensure that you don't have an entry with the name "Secure Private Access" in the StoreFront configuration (**StoreFront > store> Delivery Controller™ -> Secure Private Access**). If Secure Private Access is

present, delete this entry. Manually download and run the script from the Settings > Integrations page.

- **Error message:** StoreFront configuration is not local for: <Store URL>

After you have set up Secure Private Access using the wizard, you can edit gateway entries from the Settings tab. Note down the StoreFront Store URL for which this error occurred.

**Resolution:**

This issue occurs if StoreFront is not installed on the same machine as Secure Private Access. You must manually run the StoreFront configuration on the machine where you have installed StoreFront.

1. Click **Settings** and then click the **Integrations** tab.
2. In **StoreFront Store URL**, identify the StoreFront URL entry for which the error occurred.
3. Click the Download Script button next to this Store URL and run this PowerShell script with admin privileges on the machine on which the corresponding StoreFront installation is present. This script must be run on all the StoreFront machines.

**Note:**

To run the StoreFront PowerShell script, open the Windows x64 compatible PowerShell window with admin privileges and then run `ConfigureStorefront.ps1`. StoreFront script is not compatible with Windows PowerShell (x86).

- **Error message:** “Get-STFStoreService: Exception of type ‘Citrix.DeliveryServices.Framework.Feature.Exception’ was thrown.” while running StoreFront script using PowerShell.

This error occurs when the StoreFront script is run on a x86-compatible PowerShell window.

**Resolution:**

To run the StoreFront PowerShell script, open the Windows x64 compatible PowerShell window with admin privileges and then run `ConfigureStorefront.ps1`.

## Public gateway/callback gateway failures

**Error message:** Failed to create Gateway entry for: <Gateway URL> OR Failed to create Callback Gateway entry for: <Callback Gateway URL>

**Resolution:**

Note the Public Gateway or Callback Gateway URL for which the failure occurred. After you have set up Secure Private Access using the wizard, you can edit gateway entries from the **Settings** tab.

1. Click **Settings** and then click the **Integrations** tab.

2. Update the public gateway address or the callback gateway address and the virtual IP address for which the failure occurred.

## Secure Private Access Server not reachable

**Error message:** Failed to update IIS pool. Failed to restart IIS pool

**Resolution:**

Go to Application pools in Internet Information Services (IIS) and check that the following application pools have started and are running:

- Secure Private Access Runtime Pool
- Secure Private Access Admin Pool

Also check that the default IIS site ["Default Web Site"](#) is up and running.

## Database connectivity check failures

**Error Message:** Connectivity check failed

Database connectivity check can fail due the multiple reasons:

- The database server is not reachable from the Secure Private Access plug-in host machine due to a firewall.

**Resolution:** Check if the database port (default port 1433) is open on the firewall.

- The Secure Private Access plug-in host machine does not have the permission to connect to the database.

**Resolution:** See [SQL database permissions for Secure Private Access](#).

## Gateway connectivity check failed. Unable to fetch public certificate

**Error Message:** Post installation configuration fails with the error “Gateway connectivity check failed. Unable to fetch a public certificate....”

**Resolution:**

- Upload the gateway public certificate to the Secure Private Access database manually using the config tool.
- Open the PowerShell or the command prompt window with admin privileges.

- Change the directory to the Admin\AdminConfigTool folder under the Secure Private Access installation folder (for example, cd “C:\Program Files\Citrix\Citrix Access Security\Admin\AdminConfigTool”)
- Run the following command:

```
.\AdminConfigTool.exe /UPLOAD_PUBLIC_GATEWAY_CERTIFICATE <PublicGatewayUrl>  
> <PublicGatewayCertificatePath>
```

## Application enumeration failure

Application enumeration breaks if the StoreFront URL or the NetScaler Gateway URL contains a trailing slash (/).

### Resolution:

Delete the trailing slash in the StoreFront store URL or the NetScaler Gateway URL. For details, see [Update StoreFront or the NetScaler Gateway server details after the setup](#).

## Miscellaneous

### First-time setup cannot be completed

You might not be able to re-configure license server if Director configuration failed during the first-time setup.

### Resolution:

Manually clean up the license\_server table.

### Create Secure Private Access diagnostics support bundle

Perform the following steps to create a Secure Private Access diagnostics support bundle:

- Open the PowerShell or the command prompt window with admin privileges.
- Change the directory to the Admin\AdminConfigTool folder under the Secure Private Access installation folder (for example, cd “C:\Program Files\Citrix\Citrix Access Security\Admin\AdminConfigTool”).
- Run the following command:

```
.\AdminConfigTool.exe /SUPPORTBUNDLE <output folder>
```

## SQL database permissions for Secure Private Access

For automatic database creation, the Secure Private Access plug-in host machine must have the permissions to connect to the database and create the database schema.

### Remote database:

Perform the following steps to set up the permissions for a remote database.

1. Create an empty database with the name syntax `CitrixAccessSecurity<Site Name>`. Here `<Site Name>` is the Secure Private Access site name. (for example, `CitrixAccessSecuritySPA`).

```
CREATE DATABASE CitrixAccessSecurity<SiteName>
```

2. Create an SQL server login for the machine identity for the Secure Private Access virtual machine. For example, if your Secure Private Access broker machine name is `HOST1` and the machine domain is `DOMAIN1`, then the machine identity is `"DOMAIN1\HOST1$"`. If the login is already created, then you can ignore this step.

```
USE CitrixAccessSecurity<SiteName>
```

```
CREATE LOGIN [DOMAIN1\HOST1$] FROM WINDOWS
```

Domain name can be found using the following query:

```
SELECT DEFAULT_DOMAIN() [DomainName]
```

3. Assign the `db_owner` role to the machine identity.

```
USE CitrixAccessSecurity<SiteName>
```

```
EXEC sys.sp_addrolemember [db_owner], 'DOMAIN1\HOST1$'
```

```
ALTER USER [DOMAIN1\HOST1$] WITH DEFAULT_SCHEMA = dbo;
```

### Local database:

Perform the following steps to set up the permissions for a local database.

1. Create an empty database with the name syntax `CitrixAccessSecurity<Site Name>`. Here `<Site Name>` is the Secure Private Access site name. (for example, `CitrixAccessSecuritySPA`).

```
CREATE DATABASE CitrixAccessSecurity<SiteName>
```

2. Create an SQL server login for the `NT AUTHORITY\SYSTEM` user. If the login is already created then you can ignore this step.

```
USE CitrixAccessSecurity<SiteName>
```

```
CREATE LOGIN [NT AUTHORITY\SYSTEM] FROM WINDOWS
```

3. Assign the db\_owner role to the “NT AUTHORITY\SYSTEM” user.

```
USE CitrixAccessSecurity<SiteName>

EXEC sys.sp_addrolemember [db_owner], 'NT AUTHORITY\SYSTEM'

ALTER USER [NT AUTHORITY\SYSTEM] WITH DEFAULT_SCHEMA = dbo;
```

When you manually create the database, the downloaded database script adds the permissions to the machine identity.

### Change log level for troubleshooting logs

Troubleshooting logs are the default error log level.

To change the log level for the troubleshooting logs, in the runtime service appsettings.json (C:\Program Files\Citrix\Citrix Access Security\Runtime\RuntimeService) update `restrictedToMinimumLevel` for `TroubleshootingSql` to one of the following values:

```
1 - Information
2 - Debug
3 - Warning
4 - Error
5
6 "TroubleshootingSql": {
7
8   "restrictedToMinimumLevel": "Error",
9   "batchPostingLimit": 50,
10  "batchPeriod": "00:00:05" // 5 seconds
11 }
```

### Application Launch / Citrix Secure Access login failure

Application launch or the Citrix Secure Access login fails if Netscaler Gateway certificate is rotated.

**Resolution:** Refresh the certificate in the Secure Private Access admin console.

1. Navigate to **Settings > Integrations**.
2. In **Public NetScaler Gateway address** section, click **Refresh Certificate**.

It might take several minutes for the refresh to complete.

For details, see [Modify integration settings](#).

## Secure Private Access sessions codes in Director

August 18, 2025

Director integration with Secure Private Access enables effective performance monitoring and troubleshooting as issues from all components in a Secure Private Access setup are captured in Director. The following tables list the various error codes and the associated conditions that are displayed in Director.

For more information, see the following topics.

- [Configure Director with Secure Private Access](#)
- [View a Secure Private Access session in Director](#)

**Note:**

- Codes that contain “0” in the second digit represent a normal execution flow. For example, 1000 represents successful app enumeration.
- Codes that contain “1” in the second digit represent a failure or exception. For example, 2101 represents a session failure. For a failure or an exception, it is recommended that you resolve such issues by examining the logs. If that does not resolve the issue, contact support.

### Session codes

Code	Status	Description
2101	Failure	Session failure.
2102	active/inactive/failure	Session is active or terminated or at least one app launch in the session failed.
2000	Active	The session is active.
2001	Inactive	Session is terminated/inactive.

### App enumeration related codes



Code	Status	Description
1101	failure	An internal error occurred during the enumeration.
1102	failure	Some apps were enumerated but at least one app evaluation failed.
1103	failure	No apps were enumerated and at least one app evaluation failed.
1000	Success	Enumeration was successful. At least one app was enumerated.
1001	Success	No apps were enumerated because they were all denied by policies.
1002	Success	No apps were enumerated because no policies matched.
1003	Success	No apps were enumerated because some were denied and for others, no policies matched.
1004	Success	No apps were enumerated because no policies to evaluate.
3101	Failure	App enumeration - An internal error occurred (currently unused).
3102	Failure	App was not enumerated because there was an exception during policy evaluation.
3103	Failure	App enumeration status is null - An internal error occurred during policy evaluation.
3104	Allow/deny/failure	Error retrieving policy details for the app.
3000	Allow	App enumeration is allowed.
3001	Deny	App enumeration is denied by policy.
3002	Deny	App was not enumerated because no policies matched.

Code	Status	Description
3003	Unknown	App enumeration status is unknown.
3004	App launch from CEB	App launch attempt from Citrix Enterprise Browser.

### App launch message codes

Code	Status	Description
4101	Failure	Application launch error - An internal error occurred during application launch.
4102	Failure	Application launch error (internal).
4103	Allow/deny/failure	Error retrieving policy details for the app.
4104	Failure	Application Launch Error - No application configuration found.
4000	Allow	App Launch is allowed.
4001	Deny	Application launch was denied because of a policy.
4002	Deny	Application launch was denied because no policy matched.

## SIEM integration

July 30, 2024

The Secure Private Access plug-in supports integration with Security Information and Event Management (SIEM) services. Security events are stored in real time to Windows Event Log (Event Viewer\Applications and Services Logs\Citrix Access Security) and can be collected and analyzed by third-party tools.

The following table lists the Secure Private Access plug-in security events:

Event ID	Summary	Description	Source
4624	An account was successfully logged on	Event created when Secure Private Access administrator logged in to Secure Private Access admin console	Citrix Access Security Admin service
4625	An account failed to log on	Event created when Secure Private Access administrator failed to logged in to Secure Private Access admin console	Citrix Access Security Admin service
4634	An account was logged off	Event created when Secure Private Access administrator logged off from Secure Private Access admin console	Citrix Access Security admin service
4720	A user account was created	Event created when new Secure Private Access administrator added	Citrix Access Security admin service
4738	A user account was changed	Event created when new Secure Private Access administrator updated	Citrix Access Security admin service
4726	A user account was deleted	Event created when new Secure Private Access administrator removed	Citrix Access Security admin service
8001	User secure access session	Event created when user session initiated or terminated on endpoint. Contains user, session, and device details, visited internal and external domains during the session	Citrix Access Security admin service

Event ID	Summary	Description	Source
8002	User access authorization request	Event created when Secure Private Access plugin authorizes access to resource. Contains resource FQDN and authorization decision	Citrix Access Security admin service

## References

- [Security Information and Event Management \(SIEM\) integration](#)
- [About Sharing logs to SIEM solutions](#)

## Logs retention settings

August 18, 2025

The logs are stored in the Secure Private Access database for seven days. If the total log count becomes too large, for example over 100,000, you can delete the oldest logs earlier than 90 days. The clean-up job, by default, runs every 12 hours. The job also runs whenever the runtime service restarts.

### Customizing the troubleshooting logs retention settings

The cleanup of the logs is configurable through the `appsettings.json` file in the Runtime service's installation folder. You can set the cleanup based on the age of the logs and the number of logs that can be stored in the database. Modify the following entries in the `appsettings.json` file, as required:

#### Sample `appsettings.json` file:

```
1  "TroubleshootingLogs": {  
2  
3    "CleanupPeriodInHours": 12,  
4    "CleanupDataOlderThanDays": 7,  
5    "CleanupOldestDataIfEntriesCountAbove": 0  
6  }
```

To disable cleanup, configure the following settings as required:

- To retain logs for 7 days only, set `CleanupDataOlderThanDays` to 7.

- To disable the days-based cleanup, set `CleanupDataOlderThanDays` to 0.
- To disable the count-based cleanup, set `CleanupOldestDataIfEntriesCountAbove` to 0.
- If both of these settings are set to 0, or if `CleanupPeriodInHours` is set to 0, the logs are retained forever.
  - Setting both `CleanupDataOlderThanDays` or `CleanupOldestDataIfEntriesCountAbove` to 0 or setting `CleanupPeriodInHours` to 0 is not recommended as it might cause 100% disk usage issue.
  - The logs cleanup frequency can also be changed by modifying the `CleanupPeriodInHours` entry.

**Note:**

If Secure Private Access is deployed as a cluster, then these settings must be modified in each cluster node. If there is a mismatch in the node settings, the instance that is cleaned up most frequently takes precedence.

## Logs and telemetry cleanup

August 18, 2025

### Telemetry data cleanup

Telemetry data is stored in the Secure Private Access database for 3 months. The checks to identify telemetry data that is due for cleanup are done every 30 seconds.

**Note:**

The runtime service must be running for triggering the telemetry data cleanup.

### CDF logs cleanup

CDF logs are stored on the Secure Private Access installation machine, inside the installation folders for the Admin and the runtime service. The CDF logs are placed in .csv files with a 10MB size limit applied to each file.

The Admin service can retain up to 90 CDF log files at once, after which it deletes the oldest files to clear space for the new CDF log files to be created.

The Runtime service works in the same way as the Admin service but can retain a larger number of files at once, up to 600.

Custom cleanup of CDF logs

The CDF logs cleanup is configurable through the appsettings.json files in the installation folders of the admin and runtime services. To change the file size and count limit for the files, update the following entries in the appsettings.json file:

```
1 "CdfFile": {
2
3     "fileSizeLimitBytes": 10485760, // 10 MB
4     "retainedFileCountLimit": 600
5 }
```

**Note:**  
If multiple instances of Secure Private Access are set up for the site, update the appsettings.json files for CDF cleanup on each Secure Private Access installation machine.

Secure Private Access licensing telemetry data elements

August 18, 2025

Admin

Event header:

Field	Description	Example
ver	Header version. Hardcoded: ver: 1.0	1.0
id	Unique event Id (GUID)	1fced2a0-52e7-4c48-bf4e-6f2e06136e11
type	Event type name. Hardcoded type: admin	admin
st	UTC formatted timestamp	2011-08-12T20:17:46.384Z
prod	Product name. Hardcoded. prod: AccessSecurity.OnPrem	AccessSecurity.OnPrem

Field	Description	Example
prodVer	Product version	2405
user	Unique ID to identify the admin logged in. <b>The value is scrambled.</b>	{ fullName: C549LH671AV44B3T3 ( <b>always scrambled</b> ) samName: C982LH671A44B3F7 ( <b>always scrambled</b> ) upn: C723LH671A44B3R7 ( <b>always scrambled</b> ) C838LH671A44B3F7 ( <b>always scrambled</b> ) }
<b>Event payload:</b>		
Field	Description	Example
actualtemplatecode	Payload template version. Hardcoded:actualtemplatecode: 1.0	1.0
adminLoginType	RBAC of admin	type: enum values: fulladmin/readonly/helpdesk
clientType	Source from which the admin logged in, such as Admin Console, Director, Public API. If no User-Agent is received from the client, the source is classified as "Others."	AdminConsole/CitrixMonitor/Others
tenantName	Tenant name for multitenant deployments (service providers) or site name for single tenant.	SPASite1
enabledFeatures	Denotes the features that are enabled for the session.	1

## Configuration

### Event header:

Field	Description	Example
ver	Header version. Hardcoded: ver: 1.0	1.0
id	Unique event Id (GUID)	1fced2a0-52e7-4c48-bf4e-6f2e06136e11
type	Event type name. Hardcoded type: config	config
st	UTC formatted timestamp	2011-08-12T20:17:46.384Z
prod	Product name. Hardcoded prod: AccessSecurity.OnPrem	AccessSecurity.OnPrem
prodVer	Product version	2405

**Event payload:**

Field	Description	Example
actualtemplatecode	Payload template version. Hardcoded. actualtemplatecode: 1.0	1.0
appsPublished	List of internal and external applications published. Includes Web/SaaS and TCP/UDP apps.	[ { name:jira type: web internal: true } { name:Office 365 type: saas internal: false } { name:eng_printer type: tcp internal: true } ]



Field	Description	Example
tenantName	Tenant name for multitenant deployments (service providers) or site name for single tenant.	SPASite1
enabledFeatures	Denotes the features that are enabled for the session.	1

## User

### Event header:

Field	Description	Example
ver	Header version. Hardcoded: ver: 1.0	1.0
id	Unique event Id (GUID)	1fced2a0-52e7-4c48-bf4e-6f2e06136e11
type	Event type name type: user	user
st	UTC formatted timestamp	2011-08-12T20:17:46.384Z
prod	Product name. Hardcoded prod: AccessSecurity.OnPrem	AccessSecurity.OnPrem
prodVer	Product version	2405
user	Unique ID to identify a user. <b>The values are scrambled.</b>	{ fullName: C982F651A44B3F7 <b>(always scrambled)</b> samName: 1Y7LH6971A87B3G9 <b>(always scrambled)</b> upn: CY7LH62371A87B3 <b>(always scrambled)</b> userSid: C758LH671A44B3F7 <b>(always scrambled)</b>
dvc	Indicates the device ID and device name using which the device license is reported. <b>The values are scrambled by default.</b> You have option to disable the scrambling. dvcId - Unique device ID to identify a device from where	{ dvcId: C843LH297A44Y3I7 <b>(always scrambled)</b> dvcName: C758LH671A44B3F7 <b>(always scrambled)</b> }

Field	Description	Example
-------	-------------	---------

**Event payload:**

Field	Description	Example
actualtemplatecode	Payload template version. Hardcoded:actualtemplatecode:	1.5
transportProtocolType	1.5 Connection type: TCP or UDP or 0 (for Web\SaaS)	tcp
tenantName	Tenant name for multitenant deployments (service providers) or site name for single tenant.	SPAOPDEVSite
appsAccesed	List of apps which will be accessed by the user for the event.	{ published : { internal : [issues.citririte.net] external : [citrixsys.splunk.com, www.office365.com] } unpublished : { internal : [] external : [www.okta.com, www.cloudcentral.com] } }
clientInfo	This field indicates if the client is Citrix Enterprise Browser, Citrix Secure Access, Citrix Workspace App, RfWeb along with version.	{name: ceb, version: 21.4.0}
platformType	This field displays the agent OS type.	Win/MacOS/iOS/Android

Field	Description	Example
enabledFeatures	Denotes the features that are enabled for the session.	1

## Third-party notifications

August 18, 2025

[Citrix Secure Private Access for on-premises](#)



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