



Procedure Citrix WorkSpace App Installation/Upgrade Guide

Client Name:
Server Name:
Built by:
Checked by:

Revision History

Version	Change Control	Author	Date
1	<i>New Document</i>	Chris Larsen	15/08/2019

Effected Documents by Change

Document	Change Type	Reason

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1. Overview

This guide is for the Installation /Upgrade of Citrix Workspace for End Users. Citrix Receiver is being replaced by the new Citrix Workplace. Citrix Workspace has the same functionality as Receiver, but with more capabilities, and is backward compatible with all Citrix solutions.

In many cases, you will not need to uninstall your existing Citrix Receiver before installing Citrix Workspace. However, Citrix has noted that some versions will need to be removed manually before you can install Citrix Workspace.

Requirements

- **Citrix Workspace app requires a minimum of 1 GB RAM.**
- **.NET Framework minimum requirements**
- **Self-Service plug-in requires NET 4.6.2.**
- **Approx. 500mb of free disk space**

Supported OS Versions

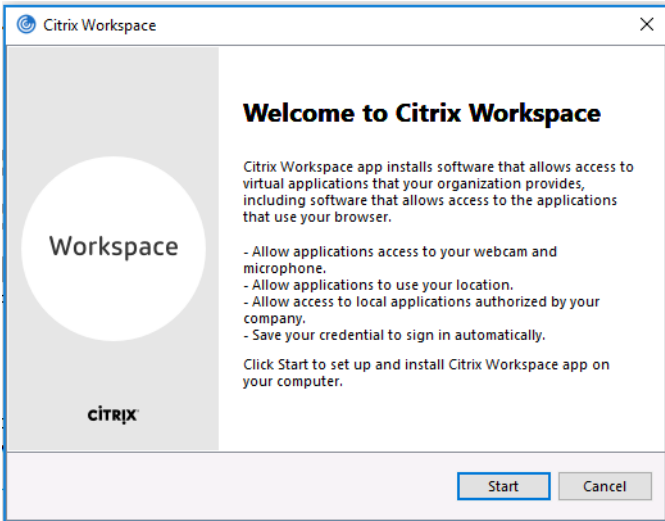
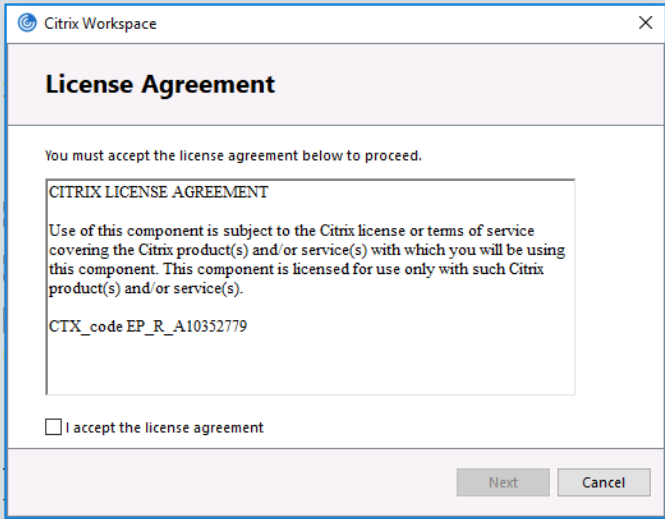
- **Windows 10 32-bit and 64-bit editions ***
- **Windows 8.1, 32-bit and 64-bit editions (including Embedded edition)**
- **Windows 7, 32-bit and 64-bit editions (including Embedded edition)**
- **Windows Thin PC**
- **Windows Server 2016**
- **Windows Server 2012 R2, Standard, and, Datacenter editions**
- **Windows Server 2008 R2, 64-bit edition**
- **Windows Server 2019**
- **Windows 10 Enterprise 2016 LTSC 1607**
- **Windows 10 IoT Enterprise**

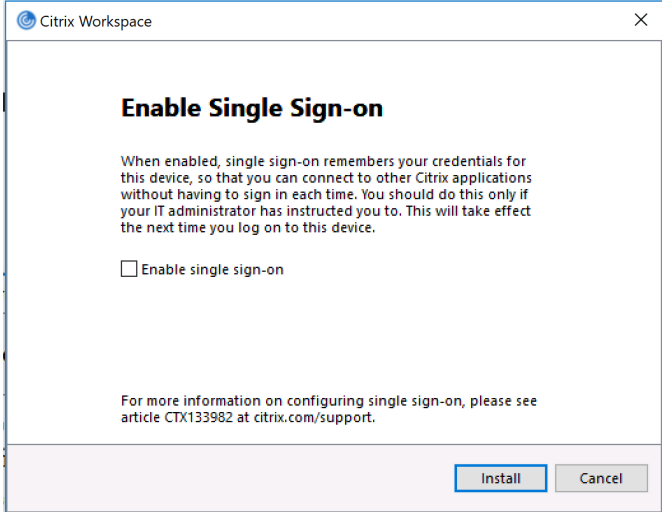
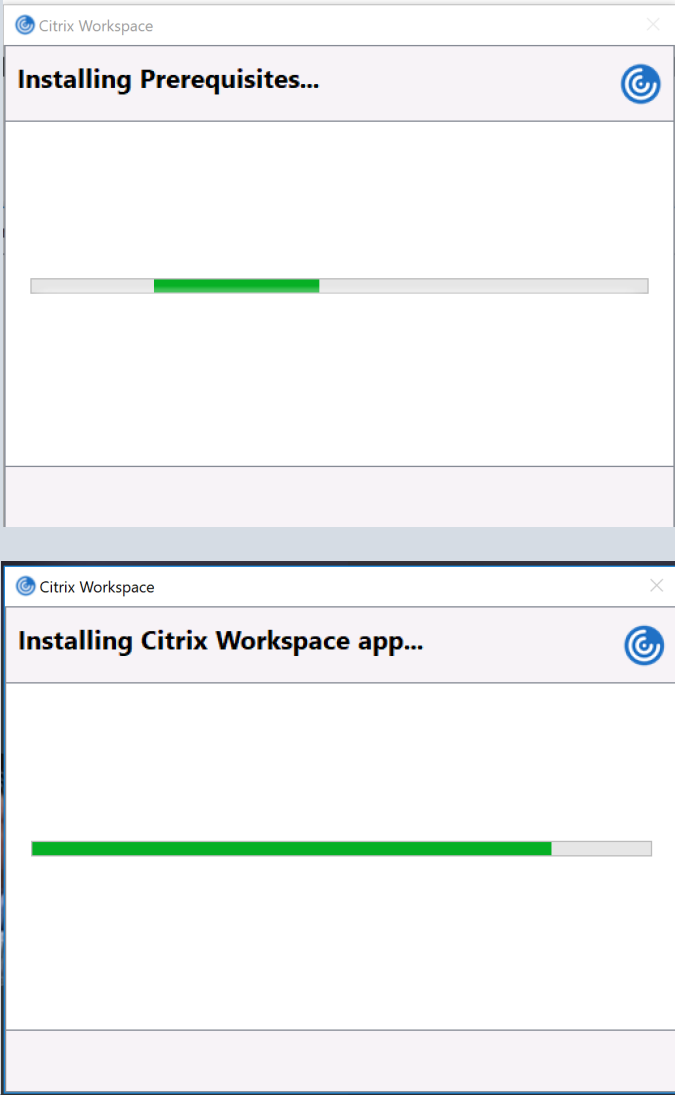
*Supports Windows 10 Version Windows 10 IoT Enterprise 2015 LTSC, Windows 10 IoT Enterprise 2016 LTSC, 1607, 1703, 1709, 1803, 1809, and 1903.

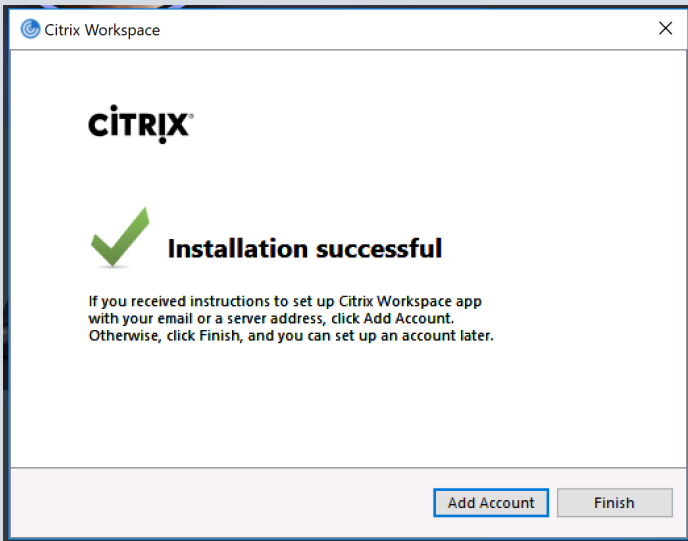
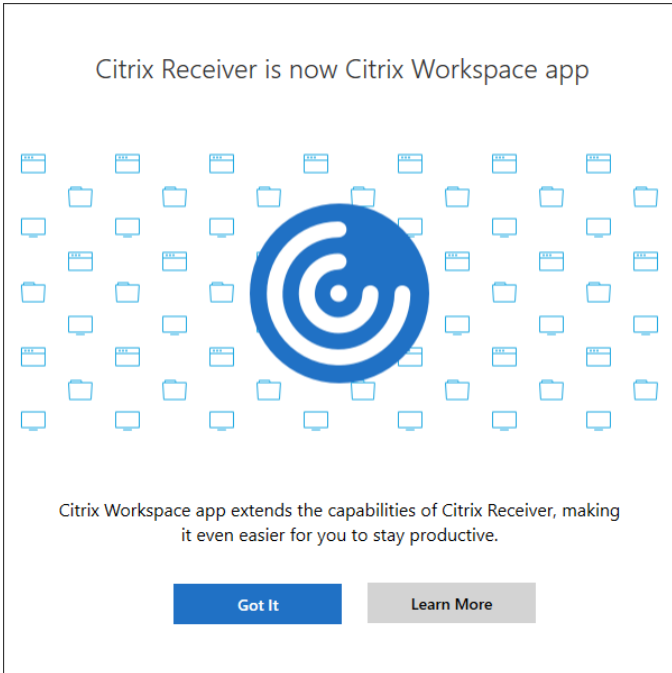
2. Download Citrix Workspace

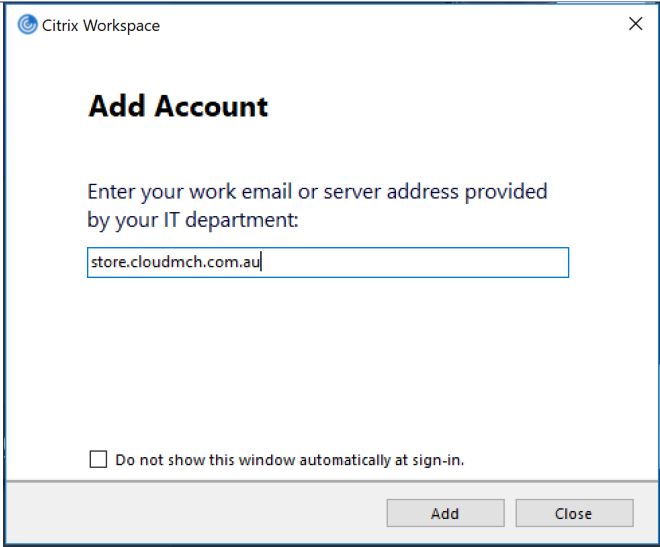
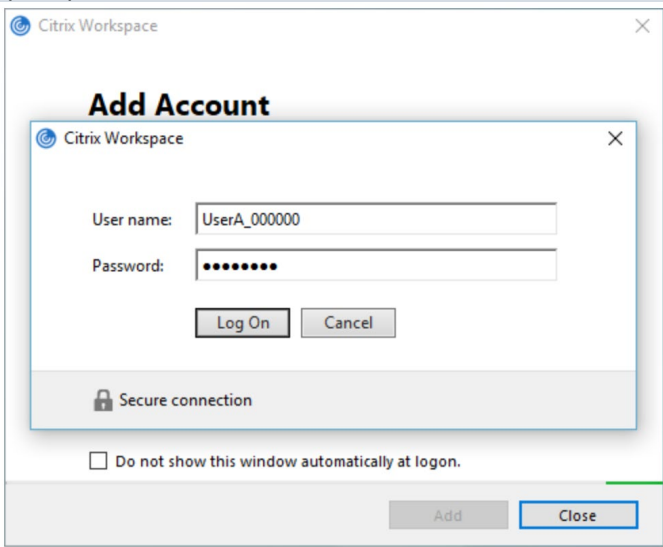
Install the latest Citrix Receive, which has been renamed as Workspace is available at <https://www.citrix.com/downloads/workspace-app/>

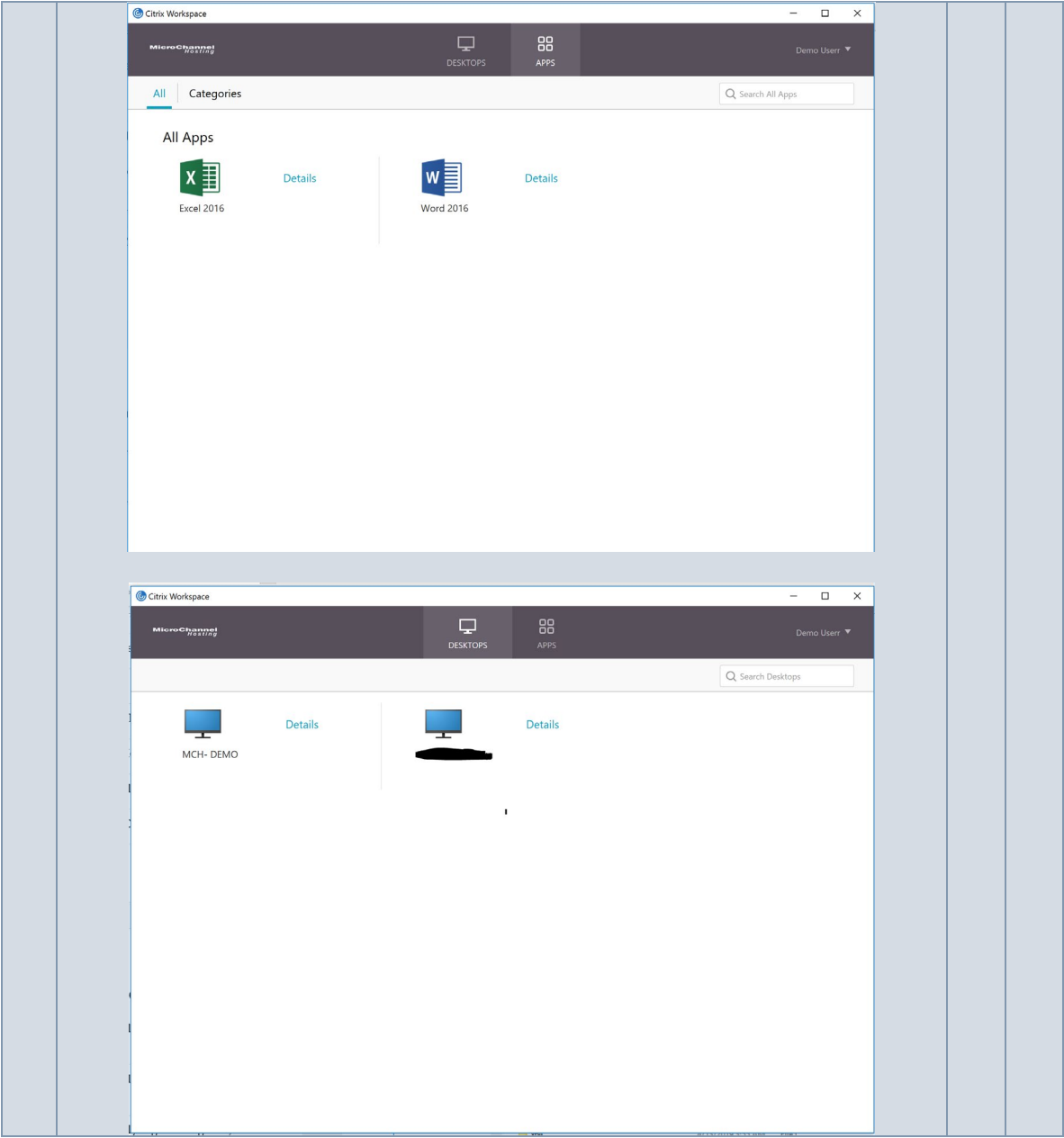
3. Citrix Workspace – Installation

	You can install Citrix Workspace app for Windows using the installation media, a network share, Windows Explorer, or a command line by manually running the CitrixWorkspaceApp.exe installer package.	☐	☐
	Launch the CitrixWorkspaceApp.exe file and click Start. 		
3.	Read and accept the End User License Agreement and proceed with the installation. 	☐	☐

4.	If you are attempting the installation on a domain-joined machine with administrator privileges, an additional dialog appears to enable Single Sign-on. Leave single sign on disabled and Click on Install  The image shows a Citrix Workspace window titled 'Enable Single Sign-on'. It contains a checkbox labeled 'Enable single sign-on' which is unchecked. Below the checkbox, there is a link to a support article: 'For more information on configuring single sign-on, please see article CTX133982 at citrix.com/support.' At the bottom right, there are 'Install' and 'Cancel' buttons.	☐	☐
5.	Follow the Windows-based installer to complete the installation.  The image shows two Citrix Workspace windows. The top window is titled 'Installing Prerequisites...' and features a progress bar that is approximately 30% full. The bottom window is titled 'Installing Citrix Workspace app...' and features a progress bar that is approximately 70% full.	☐	☐

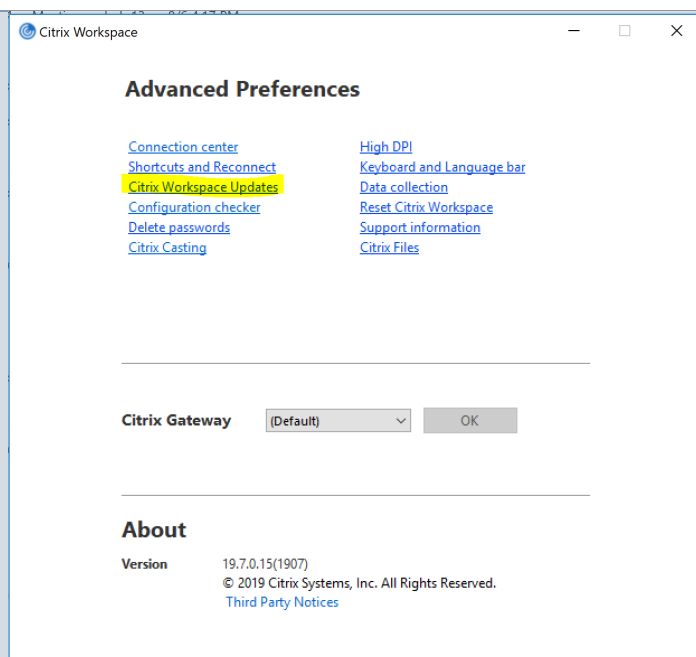
	 The image shows a Citrix Workspace window titled 'Citrix Workspace'. It features the Citrix logo, a large green checkmark, and the text 'Installation successful'. Below this, it says: 'If you received instructions to set up Citrix Workspace app with your email or a server address, click Add Account. Otherwise, click Finish, and you can set up an account later.' At the bottom right, there are two buttons: 'Add Account' and 'Finish'.		
6.	When you run Citrix Workspace for the first time and its never been previously installed, you may receive this dialog:  The image shows a dialog box titled 'Citrix Receiver is now Citrix Workspace app'. It features a large blue Citrix logo in the center, surrounded by a grid of small icons representing various applications and folders. Below the logo, it says: 'Citrix Workspace app extends the capabilities of Citrix Receiver, making it even easier for you to stay productive.' At the bottom, there are two buttons: 'Got It' and 'Learn More'.	☐	☐
7.	The Learn More button will direct you to a website with more information about Citrix Workspace	☐	☐
8.	Click Got It to go to the Citrix Workspace app	☐	☐
9.	If you have upgraded or previously had a Citrix Receiver installed, the Add Account window will appear when you run Citrix Workspace for the first time after installation.		
10.	Enter store.cloudmch.com.au in the field and click Add		

		 The screenshot shows the 'Add Account' dialog box in Citrix Workspace. It prompts the user to enter their work email or server address. The text 'store.cloudmch.com.au' is entered in the input field. At the bottom, there is a checkbox labeled 'Do not show this window automatically at sign-in.' and two buttons: 'Add' and 'Close'.		
11.	The next window asks for your login credentials. Which will but your email address and your password	 The screenshot shows two nested 'Add Account' dialog boxes. The outer dialog is the same as in the previous step. The inner dialog is a login window with fields for 'User name' (containing 'UserA_000000') and 'Password' (masked with dots). It has 'Log On' and 'Cancel' buttons. Below the login fields is a 'Secure connection' indicator with a lock icon. At the bottom of the outer dialog, the 'Close' button is highlighted with a blue border.		
12.	Click Log On .			
13.	The Citrix Workspace window opens and will display your available Resources i.e. Desktop or Applications. If you only have a single Desktop, then this will automatically open for you now			

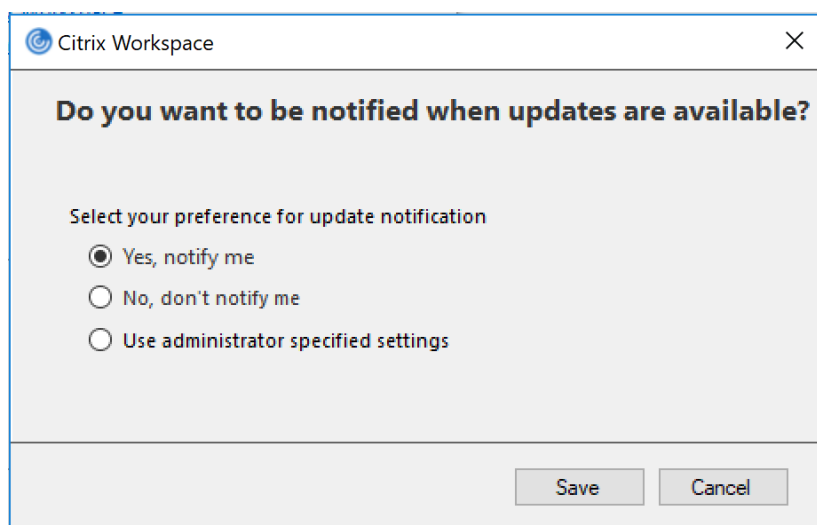


4. Citrix Automatic Update

	You can configure Citrix Workspace Updates as follows:	☐	☐
	Right-click the Citrix Workspace App icon  in the notification area. Select Advanced Preferences		
	click Citrix Workspace Updates .		

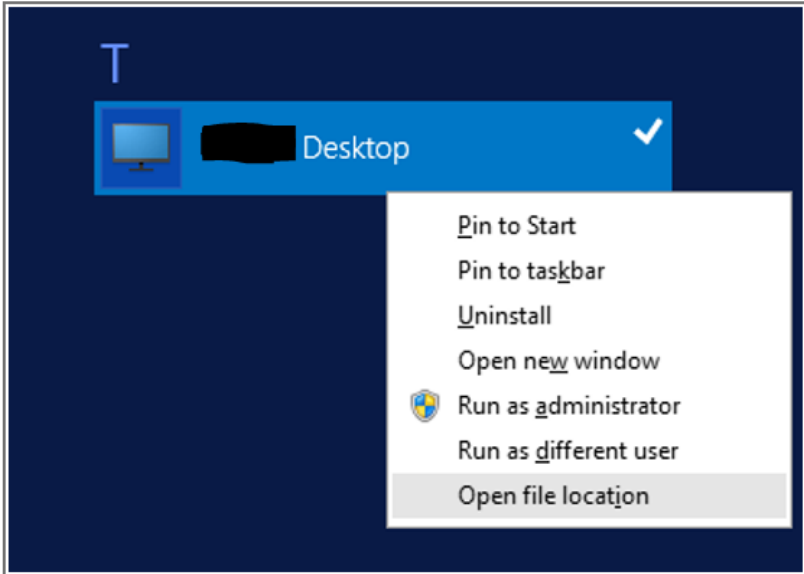
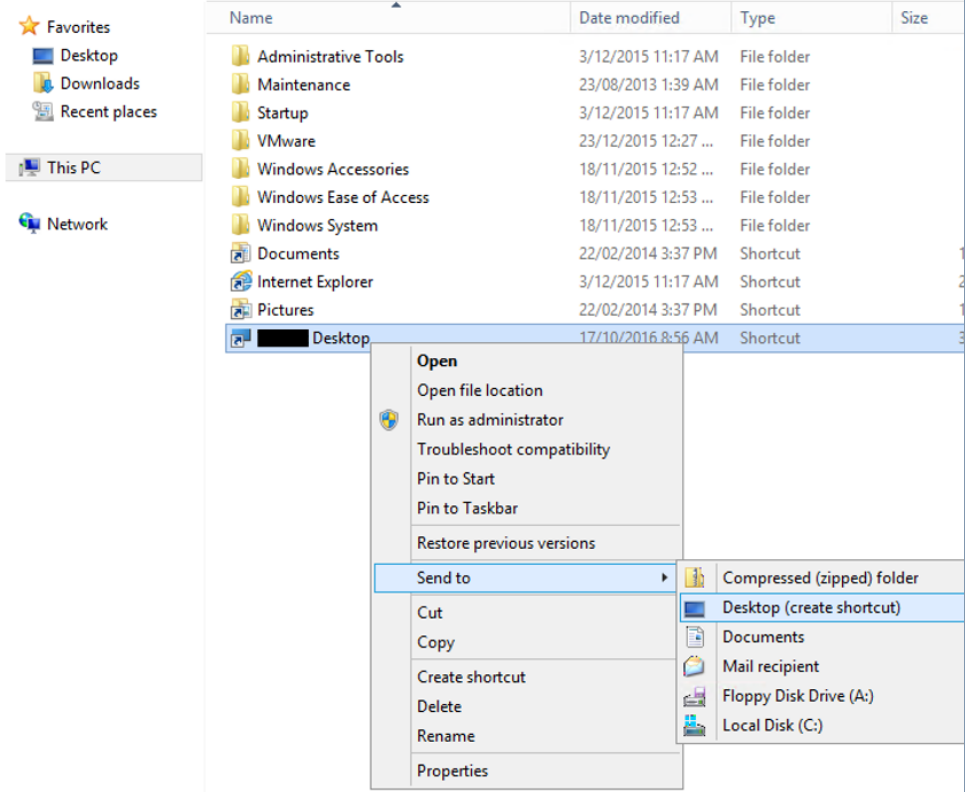


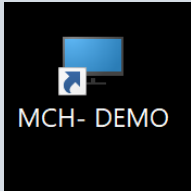
The **Citrix Workspace Updates** dialog appears. By default, the **Yes, notify me** option is enabled



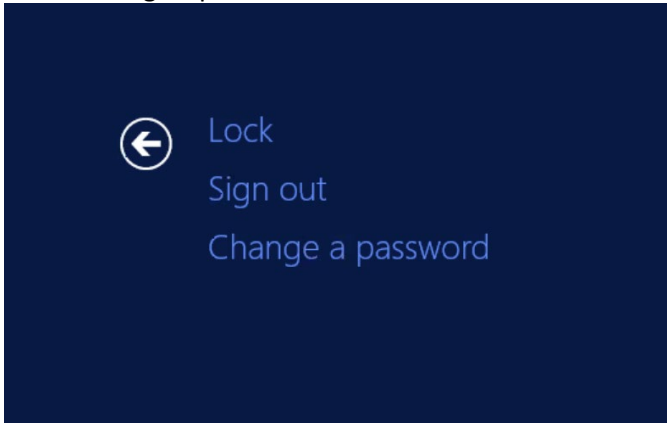
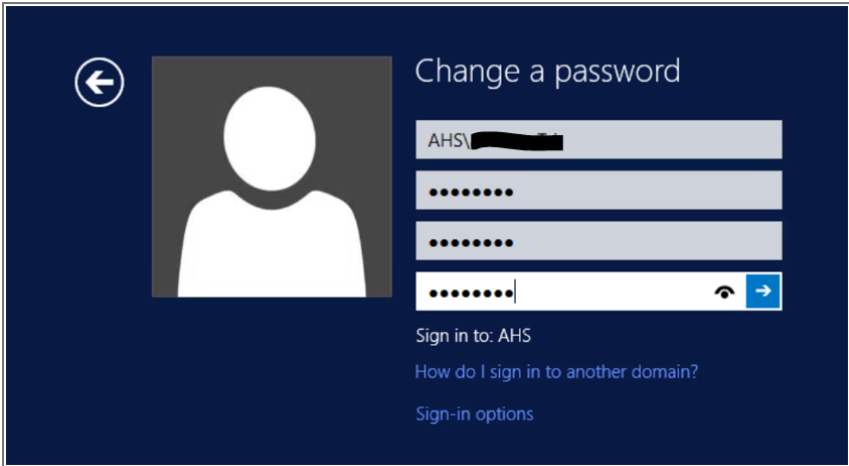
Click **Save**

5. Create a desktop shortcut

	Once logged into the Citrix Workspace	☐	☐
	Click on Start > All Programs	☐	☐
3.	You will see the Desktop, Right Click and Select Open file location 	☐	☐
4.	Right Click on Shortcut and select Send to > Desktop (Create Shortcut) 	☐	☐

5.	You now have a shortcut to access the Hosted Desktop on your local desktop	☐	☐
			

6. Changing your Password

	Once logged into the desktop simply press Control + F1	☐	☐
	Select Change a password 	☐	☐
3.	Enter your old and new password then click on the Blue Arrow  • Passwords must not contain the user's username/email/first name/last name	☐	☐

- | | | | |
|--|---|--|--|
| | <ul style="list-style-type: none">• Passwords must contain characters from three of the following five categories:<ul style="list-style-type: none">○ Uppercase characters of European languages (A through Z, with diacritic marks, Greek and Cyrillic characters)○ Lowercase characters of European languages (a through z, sharp-s, with diacritic marks, Greek and Cyrillic characters)○ Base 10 digits (0 through 9)○ Nonalphanumeric characters: ~!@#\$%^&* _-+=` \\(){}[];:"'<>,.?/ | | |
|--|---|--|--|

7. Troubleshooting
