Citrix Workspace™ app for Windows (Store)

Copyright © 1997–2026. Citrix Systems, Inc. All Rights Reserved.

Contents

About this release 2

Prerequisites for installing 10

Install 13

Configure 17

Migrate to the new (Win32) Citrix Workspace™ app for Windows 19

© 1997–2026 Citrix Systems, Inc. All rights reserved.

About this release

October 7, 2025

> **Note:**
>
> Starting with Citrix Workspace app version 2305.1, the app available in the downloads page and the app available in the Windows Store are the same. For information on features that are supported in Citrix Workspace app version 2305.1, see About this release.

Earlier releases

This section provides information about the new features and fixed issues in the previous releases that we support as per the Lifecycle Milestones for Citrix Workspace app.

2303

What's new

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

Fixed issues

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

Known issues

There are no known issues in this release.

> **Note:**
>
> For a complete list of issues in the earlier releases, see Known issues section.

2302

What's new

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

© 1997–2026 Citrix Systems, Inc. All rights reserved.

Fixed issues

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

Known issues

There are no known issues in this release.

2212

What's new

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

Fixed issues

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

2210.6

What's new

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

Fixed issues

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

2210

What's new

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

Fixed issues

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

© 1997–2026 Citrix Systems, Inc. All rights reserved.

2209

What's new

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

Fixed issues

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

2207

What's new

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

Fixed issues

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

2206

What's new

System requirements Starting with Citrix Workspace™ app for Windows version 2206, Microsoft Edge WebView2 Runtime installer is packaged with the Citrix Workspace app for Windows (Store) installer. During Workspace app installation, the installer checks whether the Microsoft Edge WebView2 Runtime is present on the system and installs it if not found.

When you try to install or upgrade Citrix Workspace app with non-administrator privileges and Microsoft Edge WebView2 Runtime isn't present, the installation stops with the following message:

```
You must be logged on as an administrator to install the following
prerequisite package(s):
Edge Webview2 Runtime
```

Fixed issues

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

© 1997–2026 Citrix Systems, Inc. All rights reserved.

2205

What's new

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

Fixed issues

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

2202

What's new

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

Fixed issues

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

2112.1

What's new

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

Fixed issues

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

2109.1

What's new

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

Fixed issues

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

© 1997–2026 Citrix Systems, Inc. All rights reserved.

2109

What's new

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

Fixed issues

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

2108

What's new

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

Fixed issues

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

2107

What's new

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

Fixed issues

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

2106

What's new

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

Fixed issues

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

© 1997–2026 Citrix Systems, Inc. All rights reserved.

2103

What's new

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

Fixed issues

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

2102

What's new

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

Fixed issues

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

2012

What's new

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

Fixed issues

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

Known issues

Citrix Workspace app for Windows (Store) supports many of the familiar features of the traditional edition of Citrix Workspace app for Windows, but not all.

To know the list of known issues in Citrix Workspace app for Windows, see Known issues. These known issues are applicable only on the supported and partially supported features listed in the Feature matrix. For a list of supported, unsupported, and partially supported features, see the Citrix Workspace app feature matrix.

© 1997–2026 Citrix Systems, Inc. All rights reserved.

- Only the Self-Service plug-in component logs are available after installing Citrix Workspace app for Windows (Store). The Self-Service plug-in logs are present in the `\AppData\Local\Citrix\SelfService` folder.

  Installation logs for all other components aren't available. [RFWIN-6745]

- You cannot launch subscribed apps and desktops using desktop shortcuts. As a workaround, disable the **Show application in Start Menu** option from **Advanced Preferences** > **Shortcuts and Reconnect** > **Application Display**. [RFWIN-6775]

Known issues in 2212

There are no known issues in this release.

Known issues in 2206

There are no known issues in this release.

Known issues in 2205

There are no known issues in this release.

Known issues in 2202

There are no known issues in this release.

Known issues in 2112.1

There are no known issues in this release.

Known issues in 2109.1

There are no known issues in this release.

Known issues in 2109

There are no known issues in this release.

© 1997–2026 Citrix Systems, Inc. All rights reserved.

Known issues in 2108

There are no known issues in this release.

Known issues in 2107

There are no known issues in this release.

Known issue in 2106

- The version number of Citrix Workspace app for Windows (Store) might appear as N/A in Citrix Director. The issue occurs on Citrix Workspace app Version 21.3.0 and later. [RFWIN-23756]

Known issues in 2103

There are no known issues in this release.

Known issues in 2102

There are no known issues in this release.

Known issues in 2012

There are no known issues in this release.

Unsupported features

The following features of Citrix Workspace app for Windows are not currently supported in Citrix Workspace app for Windows (Store):

1. Offline apps (virtualized)
2. File type association
3. Jabber VXME Optimization Pack
4. Proximity/Contactless card (Fast Connect)
5. Pass-through authentication

© 1997–2026 Citrix Systems, Inc. All rights reserved.

Limitations

- The Microsoft Store does not support the Citrix Gateway Plug-in integration.
- The **App Commands** and **Charms** options present in the Desktop Viewer aren't available for Citrix Workspace app for Windows (Store) edition. For more information, see Knowledge Center article CTX224641.
- Citrix Workspace app for Windows (Store) does not support the SDK functionality. This includes the Virtual Channel SDK, ICA® Client Object SDK, Fast Connect API, **Storebrowse** utility, and the Certificate Identity Declaration SDK.
- You require other configuration to use the TWAIN virtual scanner with Citrix Workspace app for Windows (Store). For more information, see Knowledge Center article CTX230095.
- On a Windows 10 S device, you can't collect the CDF trace using the **CDFControl** tool.
- URL redirection and its dependent functionalities like Local App Access and Client-hosted apps aren't supported.
- USB redirection is supported only on non-Windows 10 S devices. To enable this feature, run the `USBInstall.bat` file and restart the client device for the changes to take effect. To download and run the batch file, see Knowledge Center article CTX231229.

Prerequisites for installing

September 7, 2025

System requirements and compatibility

Citrix Workspace app for Windows (Store) is compatible with the following Windows operating systems. It is also compatible with all currently supported versions of Citrix Virtual Apps and Desktops, Citrix DaaS (formerly Citrix Virtual Apps and Desktops service), and Citrix Gateway as listed in the Citrix Product Lifecycle Matrix.

> **Note:**
>
> Fall Creators Update is the minimum build version supported.

Operating System
Windows 11
Windows 10 S

© 1997–2026 Citrix Systems, Inc. All rights reserved.

Operating System
Windows 10 Enterprise
Windows 10 Pro
Windows 10 Home
Windows 10 IoT Enterprise

> **Note:**
>
> You cannot install Citrix Workspace™ app for Windows (Store) on Windows Server 2016 because Microsoft Store is not supported on this operating system.

You can install Citrix Workspace app for Windows (Store) on the following device types:

- Device
- Desktop
- Laptop
- Tablet
- Windows IoT Enterprise

External devices

Contact Microsoft or the device vendors for guidelines on how to use the following external devices with Citrix Workspace app for Windows (Store):

- Webcam
- Printers
- Scanners
- External monitors
- Smartcard devices
- Proximity card

Connections, Certificates, and Authentication

Connections

- HTTP store
- HTTPS store
- Citrix Gateway 10.5 and later

© 1997–2026 Citrix Systems, Inc. All rights reserved.

Certificates

- Private (self-signed)
- Root
- Wildcard
- Intermediate

Private (self-signed) certificates If a private certificate is installed on the remote gateway, install the root certificate of the organization's certificate authority on the user device. This helps you to access Citrix resources successfully using Citrix Workspace app for Windows (Store).

> **Note:**
>
> If the remote gateway's certificate isn't verified during connection because the local keystore doesn't include the root certificate, an untrusted certificate warning appears. If you choose to continue with the warning, the apps are displayed but they might not launch.

Root certificates For domain-joined computers, you can use a Group Policy Object administrative template to distribute and trust CA certificates.

For non-domain joined computers, you can create a custom install package to distribute and install the CA certificate.

Wildcard certificates Wildcard certificates are used on a server within the same domain.

Citrix Workspace app for Windows (Store) supports wildcard certificates; however, they must be used in accordance with your organization's security policy. In practice, an alternative is a certificate that contains the list of server names with the Subject Alternative Name (SAN) extension. These certificates are issued both by private and public certificate authorities.

Intermediate certificates and Citrix Gateway If your certificate chain includes an intermediate certificate, append the intermediate to the Citrix Gateway server certificate. For more information, see Configuring Intermediate Certificates.

© 1997–2026 Citrix Systems, Inc. All rights reserved.

Authentication

Authentication to StoreFront™

Authentication to StoreFront

	Workspace for Web using browsers	StoreFront Services site (native)	StoreFront XenApp and XenDesktop Site (native)	NetScaler to Workspace for Web (browser)
Anonymous	Yes	Yes		
Domain	Yes	Yes	Yes	Yes*
Domain pass-through	Yes	Yes	Yes	
Security token				Yes*
Two-factor authentication (domain with security token)				Yes*
SMS				Yes*
Smart card	Yes	Yes		Yes
User certificate				Yes (NetScaler plug-in)

* With or without the NetScaler plug-in installed on the device.

> **Note:**
>
> Citrix Workspace app for Windows (Store) supports two-factor authentication (domain plus security token) using Citrix Gateway to the StoreFront native service.

Install

September 13, 2025

> **Important:**
>
> If a technology preview version of Citrix Workspace™ app for Windows (Store) is installed, uninstall it before you install the new version.

Citrix Workspace app for Windows (Store) supports StoreFront connections to Citrix Virtual Apps and Desktops™ and Citrix DaaS (formerly Citrix Virtual Apps and Desktops service).

© 1997–2026 Citrix Systems, Inc. All rights reserved.

The following configuration steps allow you to access the Citrix Virtual Apps and Desktops and Citrix DaaS:

1. Configure application delivery to enhance the experience for users when they access their applications using the StoreFront™ store.
2. **StoreFront**: Configure StoreFront to make virtual desktops and applications available.
3. Connect with Citrix Gateway to configure secure access.
4. Connect through a firewall.
5. Provide users with account information.

The **First Time User (FTU)** dialog does not appear automatically after the installation. To get the **First Time User (FTU)** dialog, do one the following:

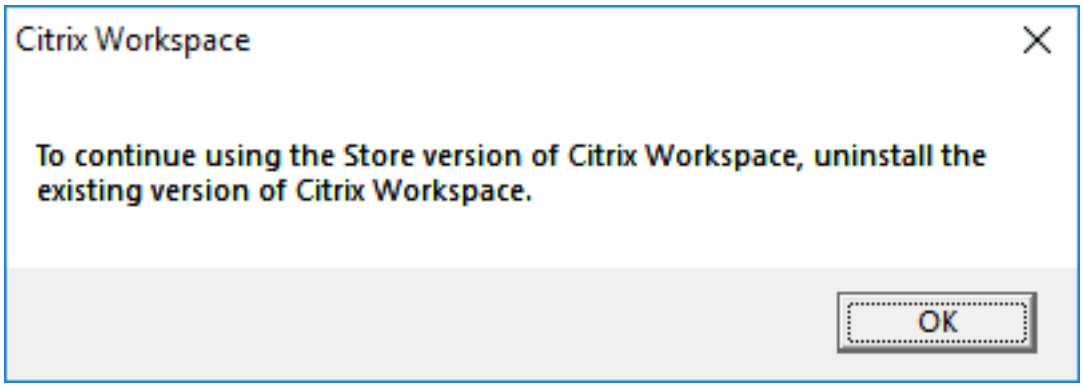
1. Click **Launch** from the Microsoft Store.
2. Double-click the Citrix Workspace app for Windows (Store) shortcut from the Start menu.

> **Note:**
>
> - The latest version of Citrix Workspace app for Windows (Store) includes HDX RTME Version 2.4.
> - The HDX™ RealTime Connector must be of the same or a later version than the HDX RealTime Media Engine. If the HDX RealTime Media Engine version is newer than the RealTime Connector, Skype for Business doesn't work.

Citrix Workspace app for Windows (Store) and Citrix Workspace app for Windows

You can install and use only one edition of Citrix Workspace app for Windows on a single machine. It can be either Citrix Workspace app for Windows or Citrix Workspace app for Windows (Store) but not both.

If Citrix Workspace apps for Windows exist on your machine and you install Citrix Workspace app for Windows (Store), the installation is successful. However, when you launch Citrix Workspace app for Windows (Store), the following error message appears:

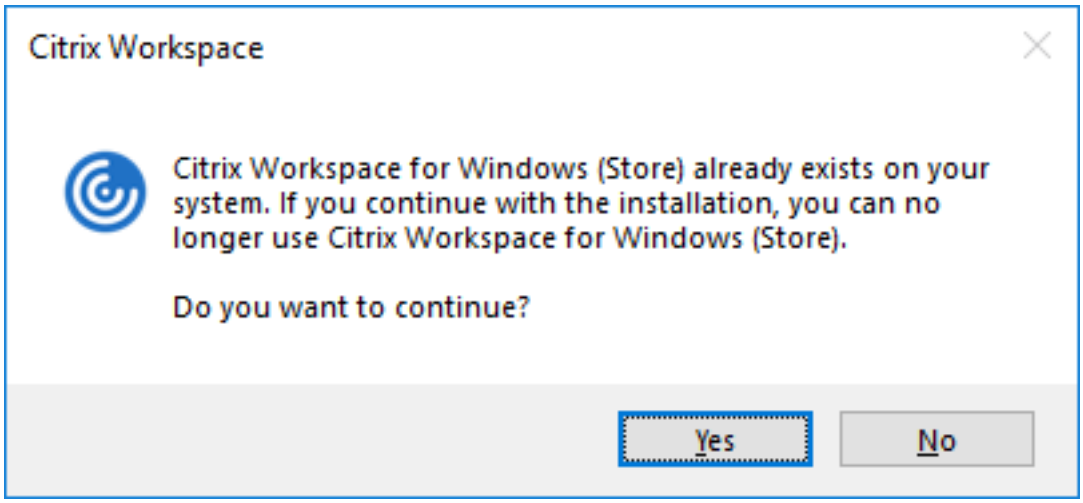


© 1997–2026 Citrix Systems, Inc. All rights reserved.

This error message appears on all types of launch, including:

- Launch from the Microsoft Store
- ICA® file
- .CR file

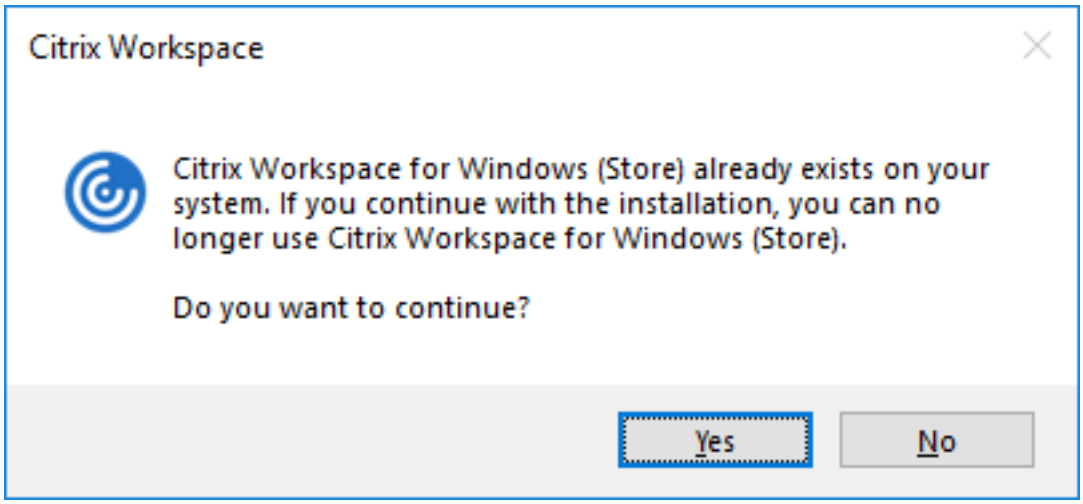
The following error message appears when you launch Citrix Workspace app for Windows (Store):



The issue occurs when you update Citrix Receiver for Windows earlier version to Version 4.10 using Citrix Workspace Updates and then install Citrix Workspace app for Windows (Store).

If you continue to use Citrix Workspace app for Windows, the update, however, remains unaffected.

If Citrix Workspace app for Windows (Store) is installed on your machine and you install Citrix Workspace app for Windows, the following error message appears:



© 1997–2026 Citrix Systems, Inc. All rights reserved.

.NET Framework version upgrade

Citrix Workspace app requires .NET Framework Version is 4.8 or later. When you try to install or upgrade Citrix Workspace app 1904 or later and the required .NET Framework version doesn't exist on the system, the Citrix Workspace app installer downloads and installs the required .NET Framework version automatically.

> **Note:**
>
> If you are trying to install or upgrade Citrix Workspace app with non-administrator privileges and.NET Framework 4.8 or later isn't present on the system, the installation fails.

Changes in the Citrix Workspace app installer package

Citrix Workspace app requires latest version of Microsoft Visual C++ Redistributable 14.30.30704.0 or later. Starting with Version 1904, Microsoft Visual C++ Redistributable individual binaries are no longer packaged with the Citrix Workspace app installer. Instead, the Citrix Workspace app installer includes the Microsoft Visual C++ Redistributable 14.30.30704.0 installer. The Citrix Workspace app installer checks whether the Microsoft Visual C++ Redistributable package is present on the system and installs it if necessary.

> **Note:**
>
> If you're trying to install Citrix Workspace app with non-administrator privileges, and the Microsoft Visual C++ Redistributable package isn't present on the system, the installation fails.

Only an administrator can install the Microsoft Visual C++ Redistributable package.

Uninstall

You can uninstall Citrix Workspace app for Windows (Store) using one of the following methods:

- On the **Start** menu, right-click the Citrix Workspace app for Windows (Store) application and click **Uninstall**.
- Open **Settings** > **Apps and Features**. Select Citrix Workspace app for Windows (Store) from the right panel and click **Uninstall**.

> **Note:**
>
> - Remove the desktop shortcuts manually after uninstalling Citrix Workspace app for Windows (Store).

© 1997–2026 Citrix Systems, Inc. All rights reserved.

> - Citrix does not recommend that you use the Receiver clean-up utility to uninstall Citrix Workspace app for Windows (Store).

Citrix Workspace app desktop clean-up tool

The Citrix Workspace app desktop clean-up tool allows you to delete the desktop shortcuts that exist after you uninstall Citrix Workspace app for Windows (Store).

The Citrix Workspace app desktop clean-up tool is available for download from here. You can run this tool using the command line interface.

> **Caution:**
>
> Running the tool deletes the desktop shortcuts even if Citrix Workspace app for Windows (Store) is still installed on your system.

For more information about the Citrix Workspace app desktop clean-up tool, see Knowledge Center article CTX137494.

Configure

September 7, 2025

Net Promoter Score (NPS)

Citrix Workspace™ app for Windows (Store) prompts you periodically for Net Promoter Score (NPS) feedback. The prompt asks you to rate your experience with Citrix Workspace app. We use NPS feedback as a tool to measure customer satisfaction and to further improve Citrix Workspace app.

The NPS feedback prompt appears:

- When you upgrade to the latest version of Citrix Workspace app for Windows (Store) edition.
- After every fifth successful connection.

You can rate your experience on a scale of 1-5, with 5 indicating that you're satisfied.

Ratings of 4 and 5 redirect you to rate your experience in the Microsoft Store.

Ratings between 1 and 3 redirect you to your default email. The content of the email and the recipient email address is auto-populated in the **Compose** email dialog.

The Net Promoter Score feature works only on the Citrix Workspace app for Windows (Store) edition.

© 1997–2026 Citrix Systems, Inc. All rights reserved.

> **Note:**
>
> When you upgrade or install Citrix Workspace app for Windows (Store) for the first time, add the latest template files to the local GPO. For more information about, see Group Policy Object administrative template in the Citrix Workspace app for Windows documentation.
>
> The existing settings are retained while importing the latest files after upgrade.

1. Open the Citrix Workspace app GPO administrative template by running gpedit.msc.
2. Under the User Configuration node, go to **Administrative Template** > **Citrix Workspace** > **User experience**.
3. Select **EnableNPS** policy.
4. Select **Disabled** to disable the NPS feedback prompt in a session.
5. Restart the session for the changes to take effect.

Cryptographic update

This feature is an important change to the secure communication protocol. Cipher suites with the prefix **TLS_RSA_** do not offer forward secrecy and are considered weak. These cipher suites were deprecated in Citrix Receiver version 13.10 with an option for backward compatibility.

> **Note:**
>
> The **TLS_RSA** cipher suites have been removed entirely. Instead, Citrix Workspace app for Windows (Store) supports the advanced TLS_ECDHE_RSA_ cipher suites.

If your environment isn't configured with the TLS_ECDHE_RSA_ cipher suites, client launches aren't supported because of weak ciphers.

The following advanced cipher suites are supported:

- TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384 (0xc030)
- TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384 (0xc028)
- TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA (0xc013)

DTLS v1.0 supports the following cipher suites:

- TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA
- TLS_EMPTY_RENEGOTIATION_INFO_SCSV

DTLS v1.2 supports the following cipher suites:

- TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384
- TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384
- TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA
- TLS_EMPTY_RENEGOTIATION_INFO_SCSV

© 1997–2026 Citrix Systems, Inc. All rights reserved.

Migrate to the new (Win32) Citrix Workspace™ app for Windows

September 7, 2025

Overview

Starting with Citrix Workspace app 2305.1 for Windows, we're replacing the MSIX app in the Microsoft Store with the Win32 app. Going forward, the app on the Citrix downloads page and on the Microsoft Store are the same. With this enhancement, the feature parity across both apps is maintained.

Refer to the FAQs to learn the following for the new Citrix Workspace app for Windows on the Microsoft Store:

- First-time usage
- Returning user behavior
- Other important workflow

FAQs

Which app is available for download on the Windows Store going forward for a first-time user?

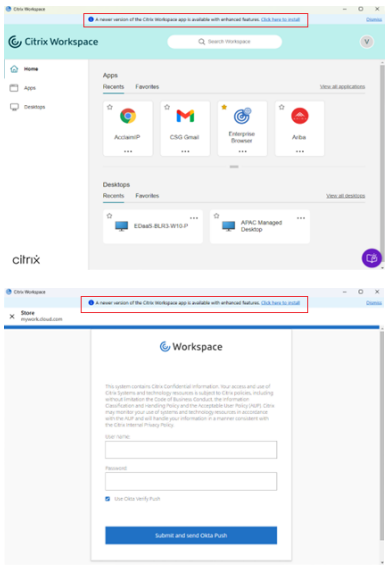
Going forward, only the Win32 app is discoverable and available for a first-time user.

Is there a migration path for existing users of the MSIX app to move to the Win32 app?

No, unfortunately, Microsoft doesn't provide a migration option. However, there's a new version of the MSIX app (2305.1) for these users. Once updated, a banner as per the following screenshots is displayed to the user with a link to download the Win32 app.



© 1997–2026 Citrix Systems, Inc. All rights reserved.



Does the new release of the MSIX app as mentioned in the previous question be discoverable by a first-time user for a fresh install?

No, this MSIX app isn't discoverable and is only available as a Windows Store update for existing users.

Does a user see both the Citrix Workspace apps if they act on the banner shown and install the Win32 app?

No, if the user downloads and installs the Win32 app successfully, Citrix® uninstalls the MSIX app automatically.

What happens if the installation of the Win32 app isn't successful?

If the installation of the Win32 version of the Citrix Workspace app for Windows is unsuccessful, the MSIX app remains installed. Users can continue using it.

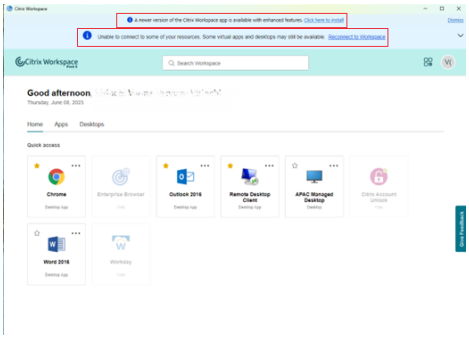
What happens if the uninstallation of the MSIX app isn't successful?

Both apps continue to exist, but users can't use the MSIX app. Users have to uninstall it by themselves.

© 1997–2026 Citrix Systems, Inc. All rights reserved.

Service Continuity (offline access) also shows a banner to the user. How does the UI on Citrix Workspace app respond in case both the banners need to be displayed?

The users can see both the banners as shown in the following screenshot:



What is the difference between Citrix Workspace app for Windows available on the Citrix downloads page and the Citrix Workspace app (Win32 version) available on the Microsoft store?

While both apps have the same features, command line deployment options such as `ADDLOCAL`, `InstallEmbeddedBrowser` and so on aren't supported with the Citrix Workspace app on the Microsoft Store. Refer to this page for a list of all command line options.

© 2025 Cloud Software Group, Inc. All rights reserved. This document is subject to U.S. and international copyright laws and treaties. No part of this document may be reproduced in any form without the written authorization of Cloud Software Group, Inc. This and other products of Cloud Software Group may be covered by registered patents. For details, please refer to the Virtual Patent Marking document located at https://www.cloud.com/legal. Citrix, the Citrix logo, NetScaler, and the NetScaler logo and other marks appearing herein are either registered trademarks or trademarks of Cloud Software Group, Inc. and/or its subsidiaries in the United States and/or other countries. Other marks are the property of their respective owner(s) and are mentioned for identification purposes only. Please refer to Cloud SG's Trademark Guidelines and Third Party Trademark Notices (https://www.cloud.com/legal) for more information.