

How to install Citrix ?

1. Windows 10/11

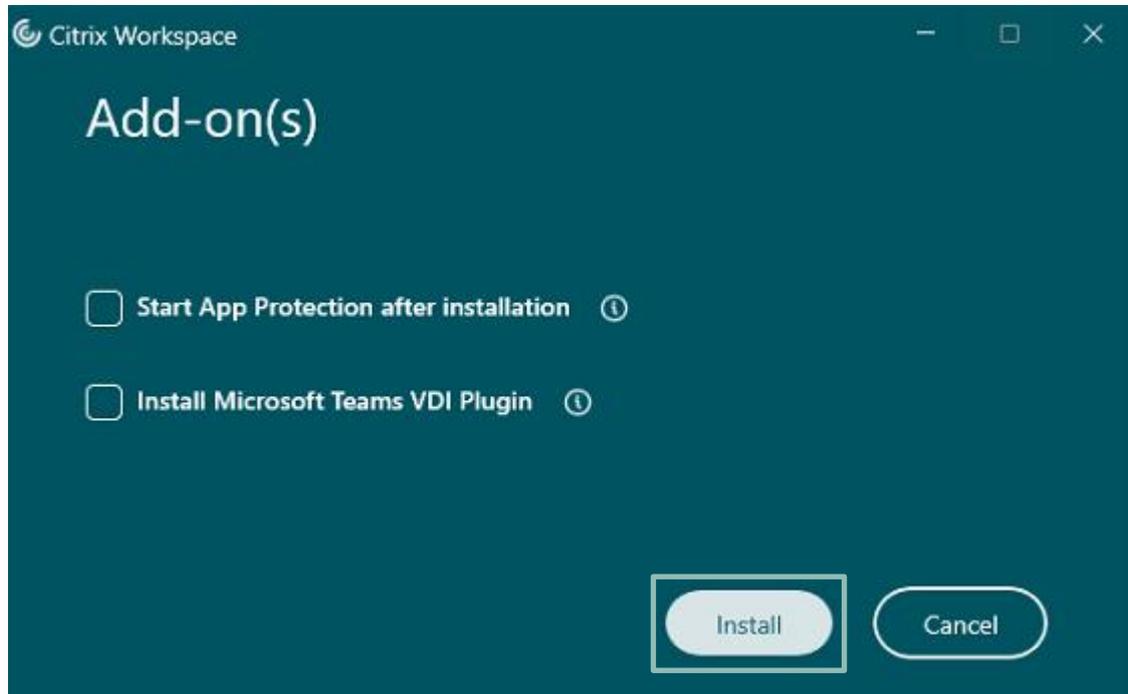
Download: [Citrix Workspace 24.02 Offline](#)

Before any installation, check if an older version is already installed and remove it.

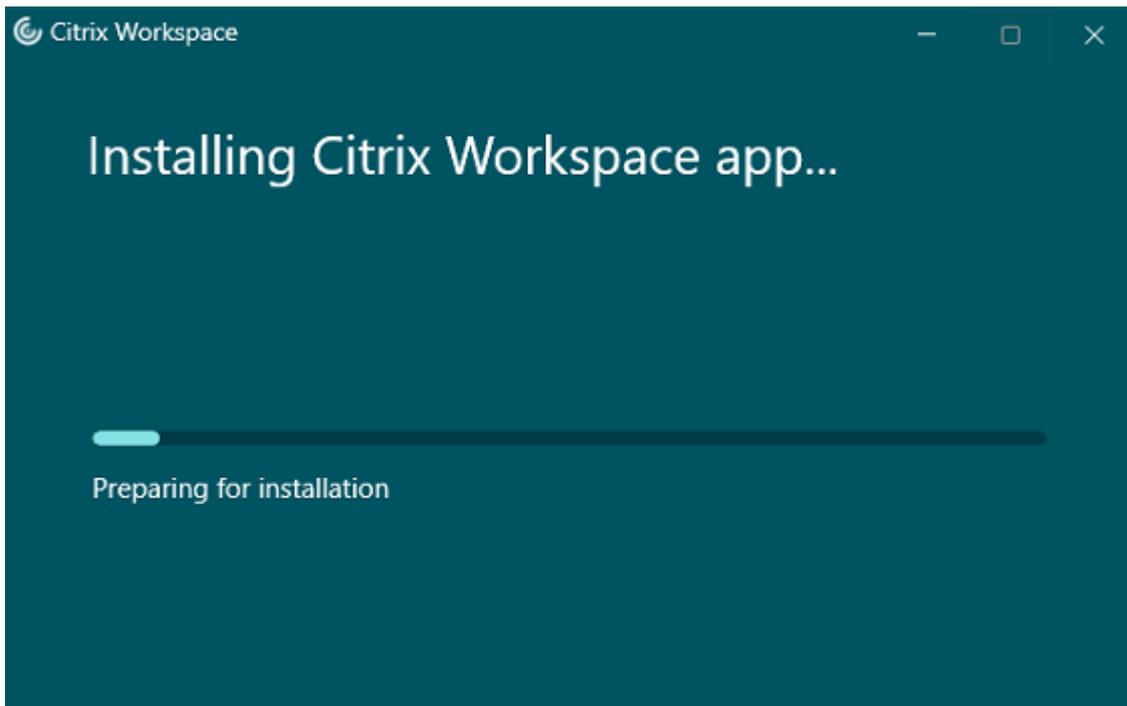




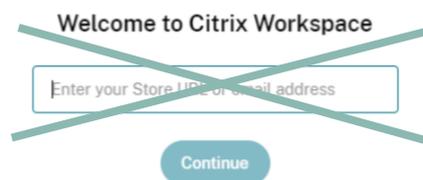
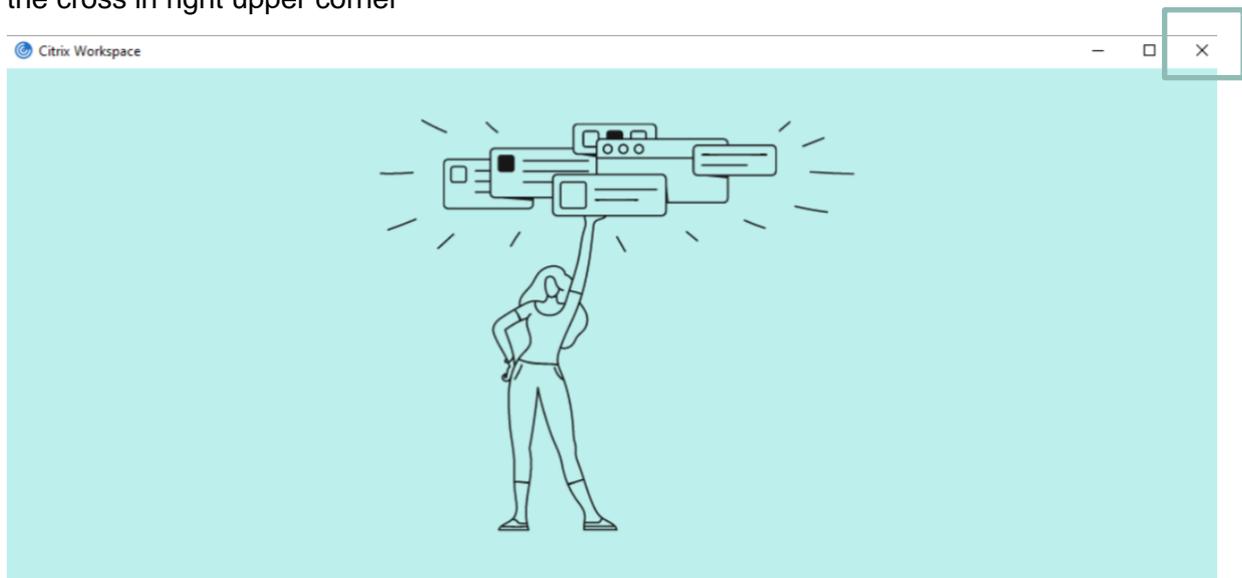
License must be accepted



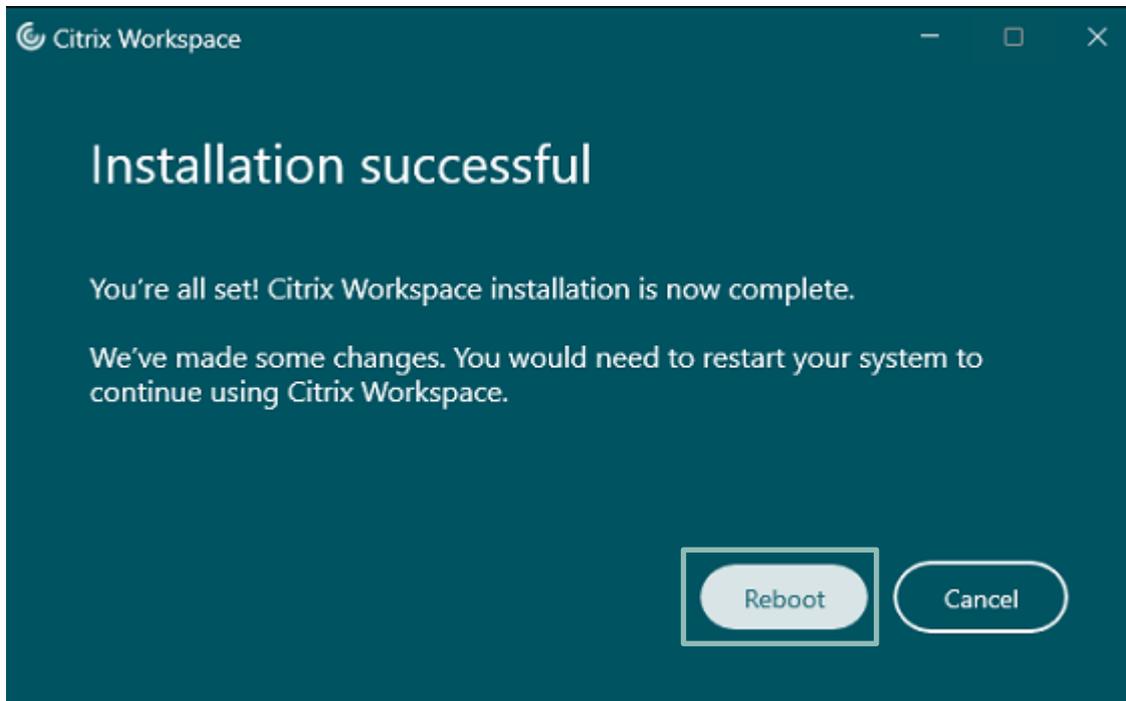
Any add-on to select



At the end of the installation, comes this screen, do not insert an email address and click on the cross in right upper corner

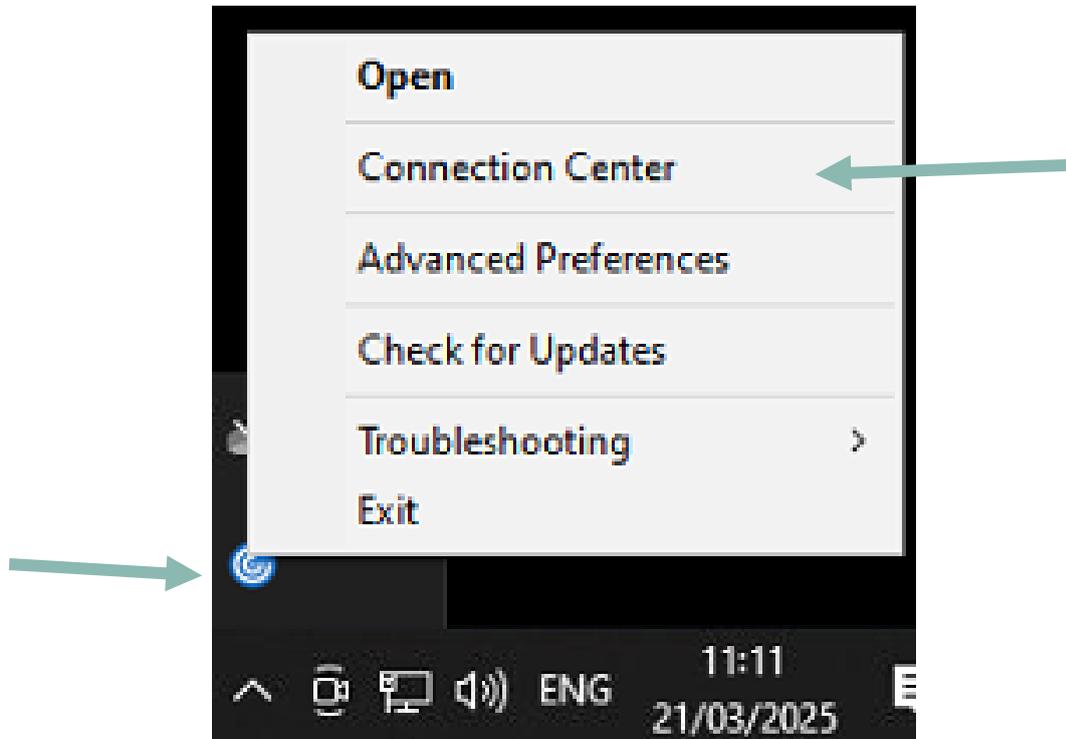


Or this screen

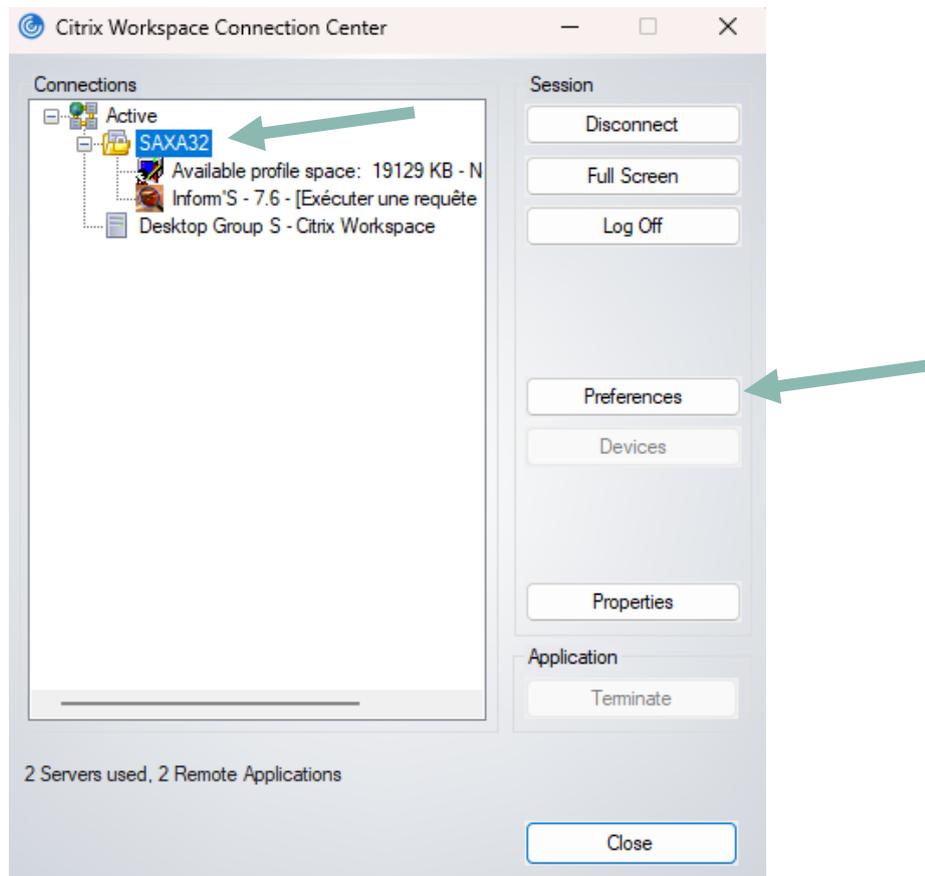


1.1. Mapping folders

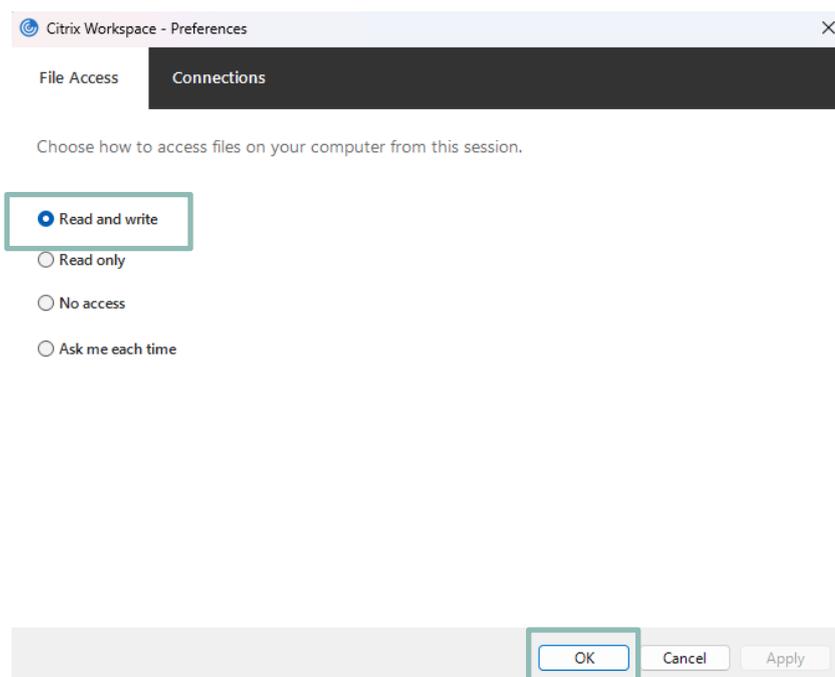
In order to map folders, to print or even to be able to save files, you must have an application (Presta@SP of Inform'S) opened and then give Citrix the authorization to Read and Write on/from our server:



Right click on Citrix in Taskbar, choose Connection Center



Select active server and open the preferences.



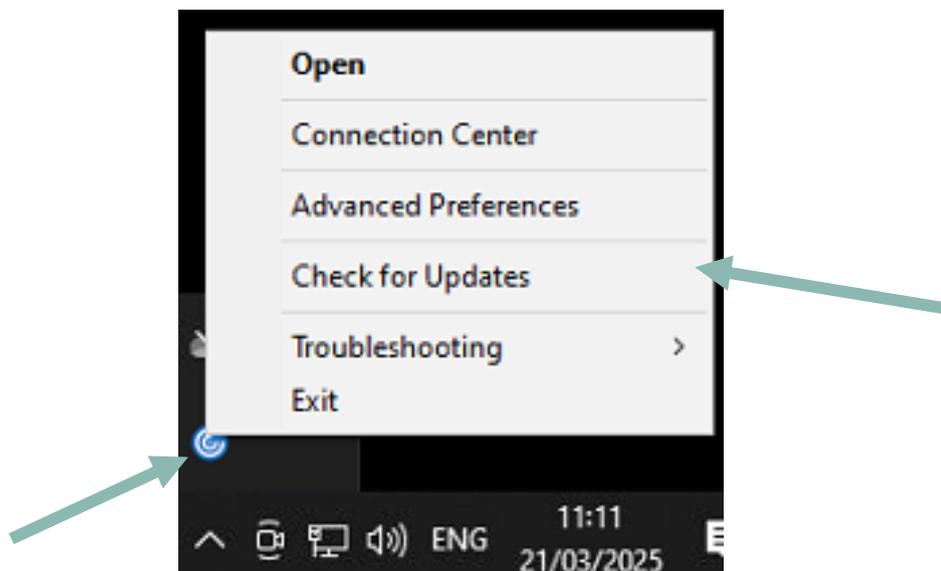
Modify “Ask me each time” to “Read and Write”. Apply and OK

1.1.1. Creation Presta folder (automatic creation)

<https://help.groups.be>

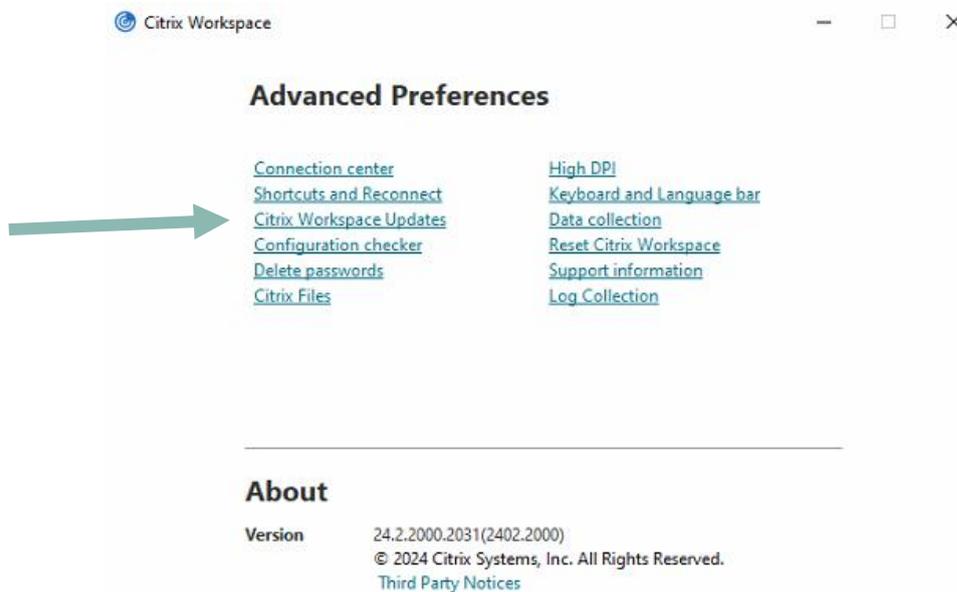


1.2. Deactivate updates

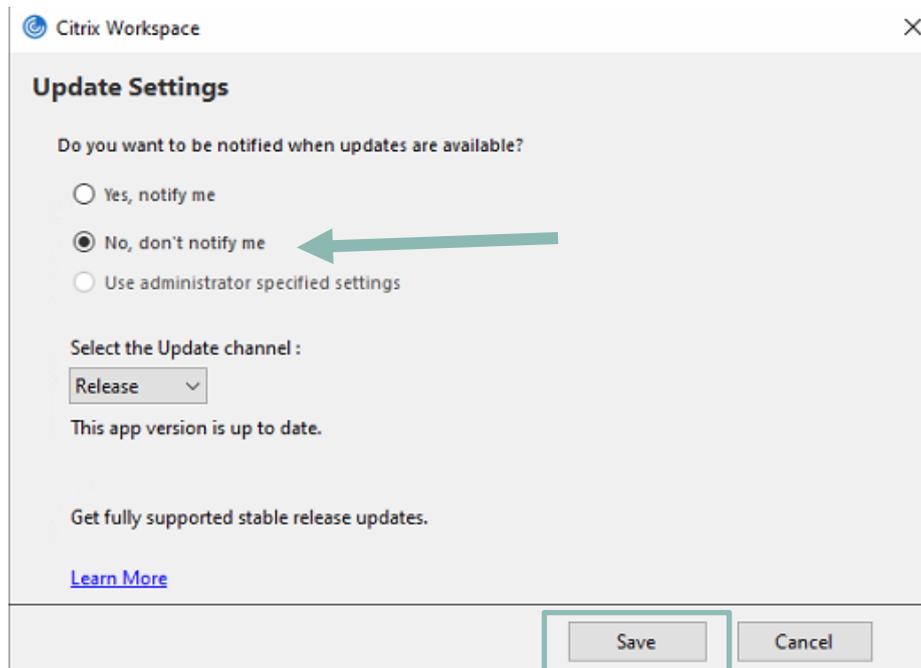


Right click on Citrix in Taskbar, choose Advanced Preferences

Click “Citrix Workspace Updates”, do not perform any Update.



Change Update Setting to “No, don’t notify me”

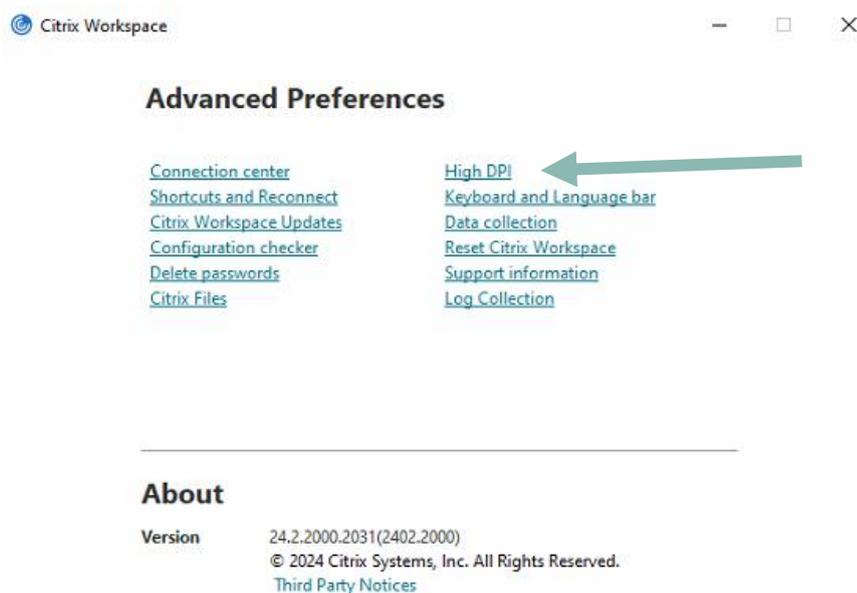


1.3. Printer and display issues

Only Default printer from local PC is recognized by Citrix Workspace for Prest@SP and Inform'S.

Display settings for multiple monitors => Scaling same value on each screen (otherwise Presta has glitches or unavailable menus).

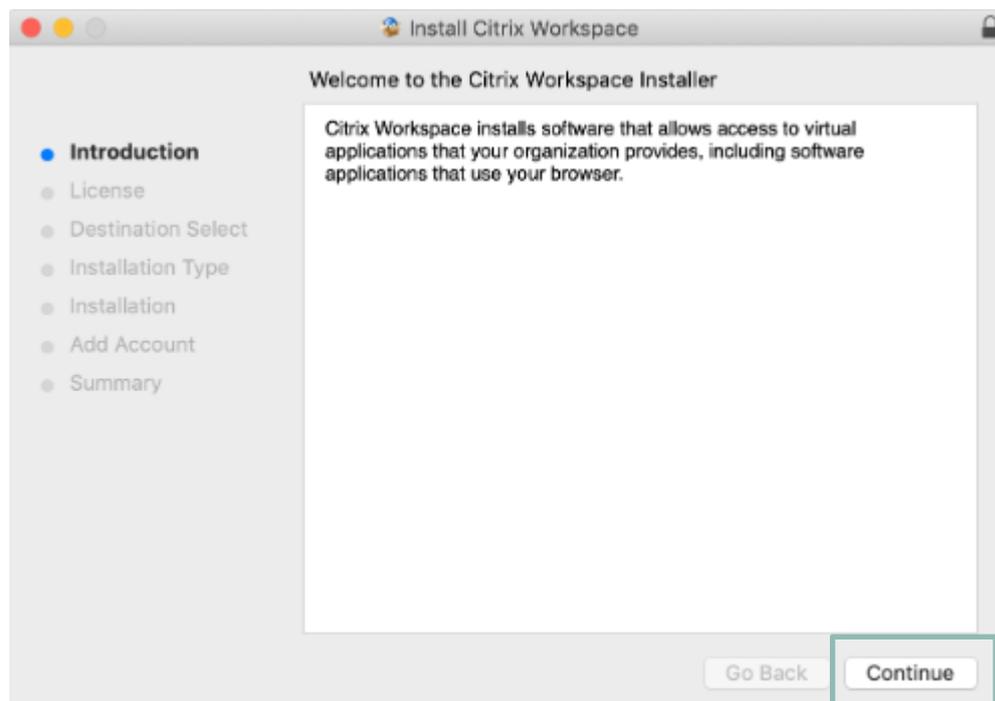
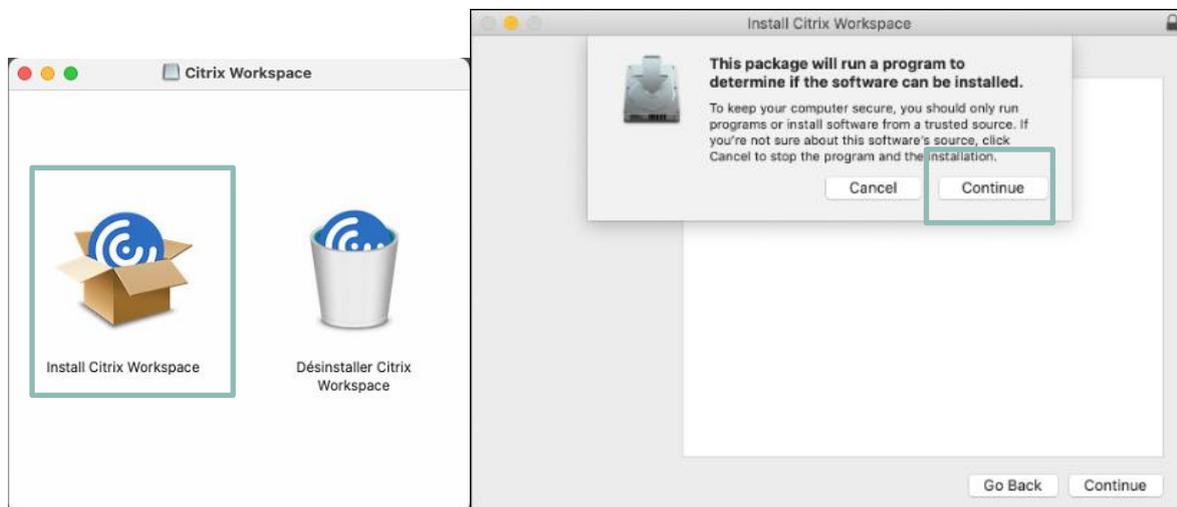
If welcome screen of Prest@SP seems too small, go to Citrix Advanced Preferences\High DPI and choose "Yes", reboot of the PC/laptop is advised.

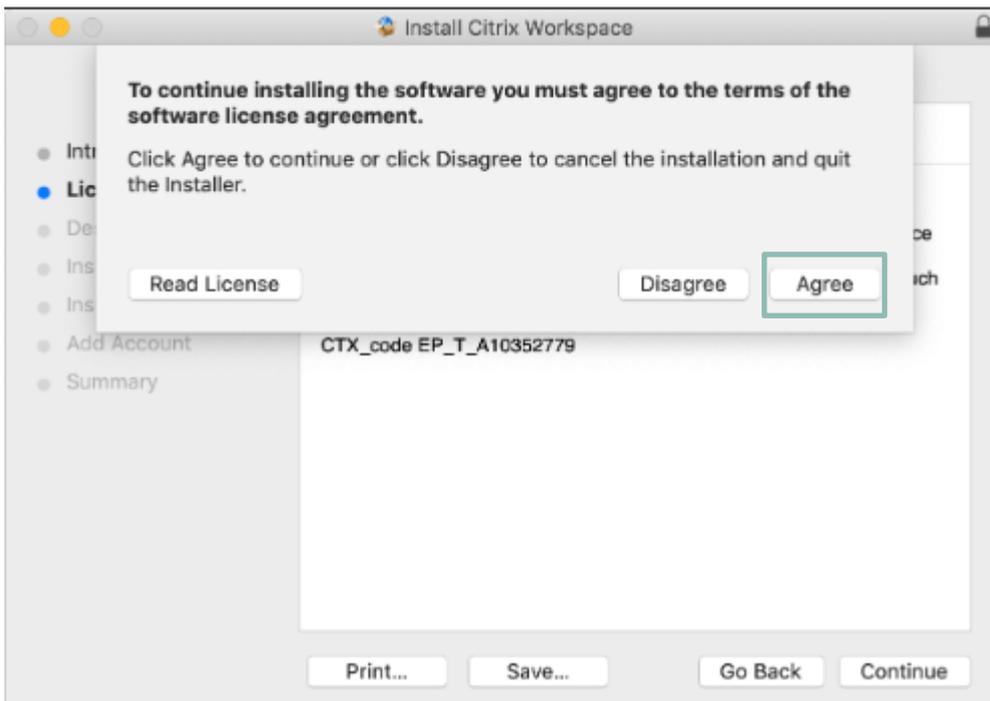
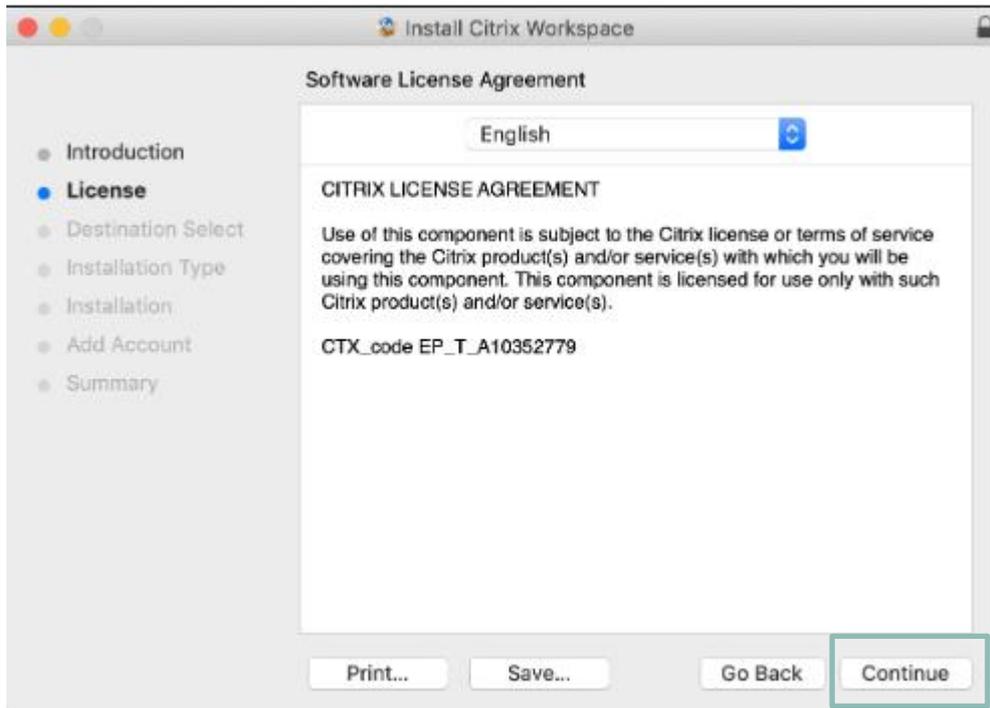


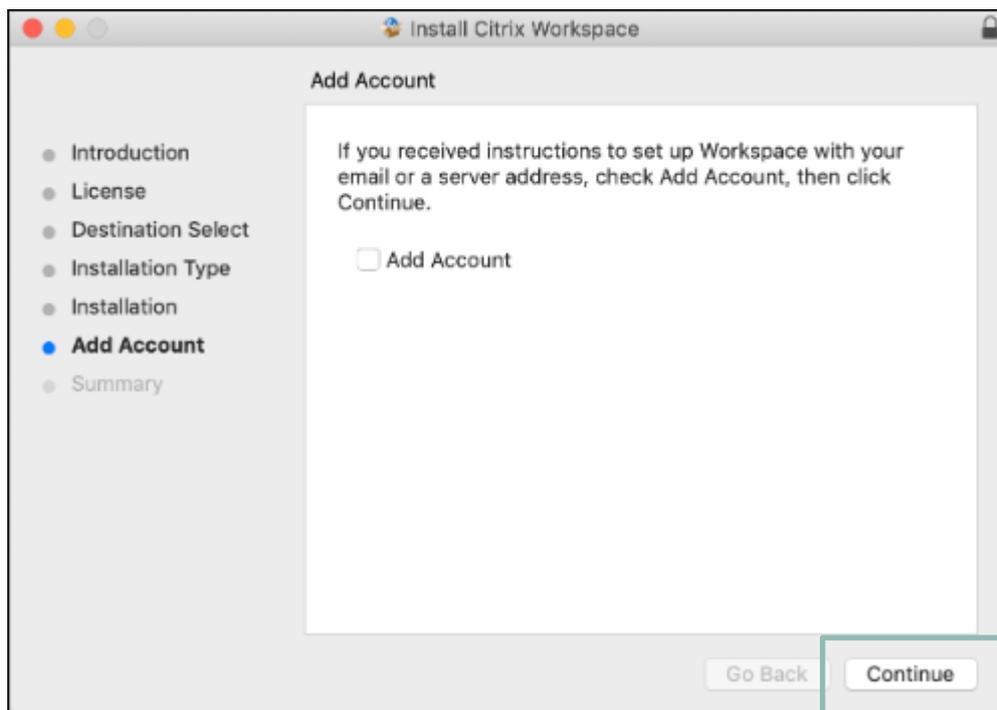
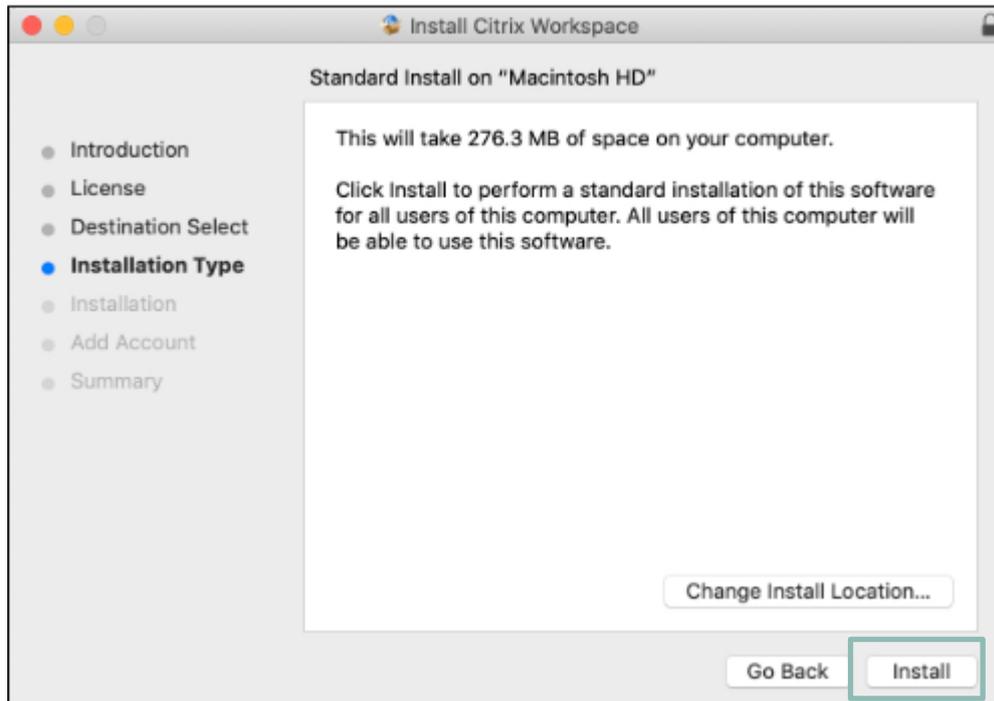
2. Mac for Apple Device

If you have the latest macOS, download from [Citrix Workspace for Mac](#)

Otherwise, you can download earlier versions of macOS from [macOS Citrix old versions](#)



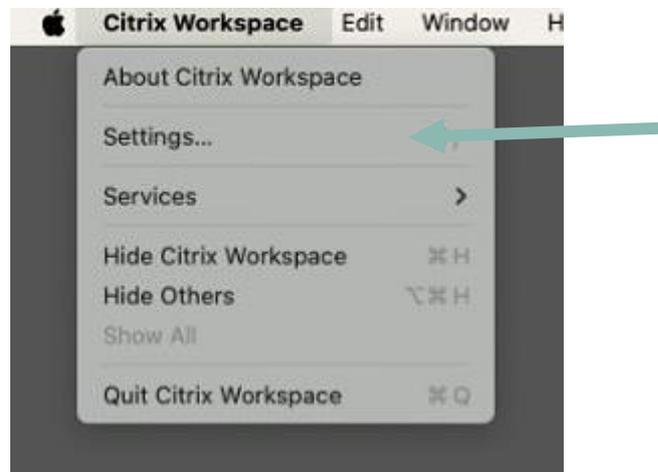




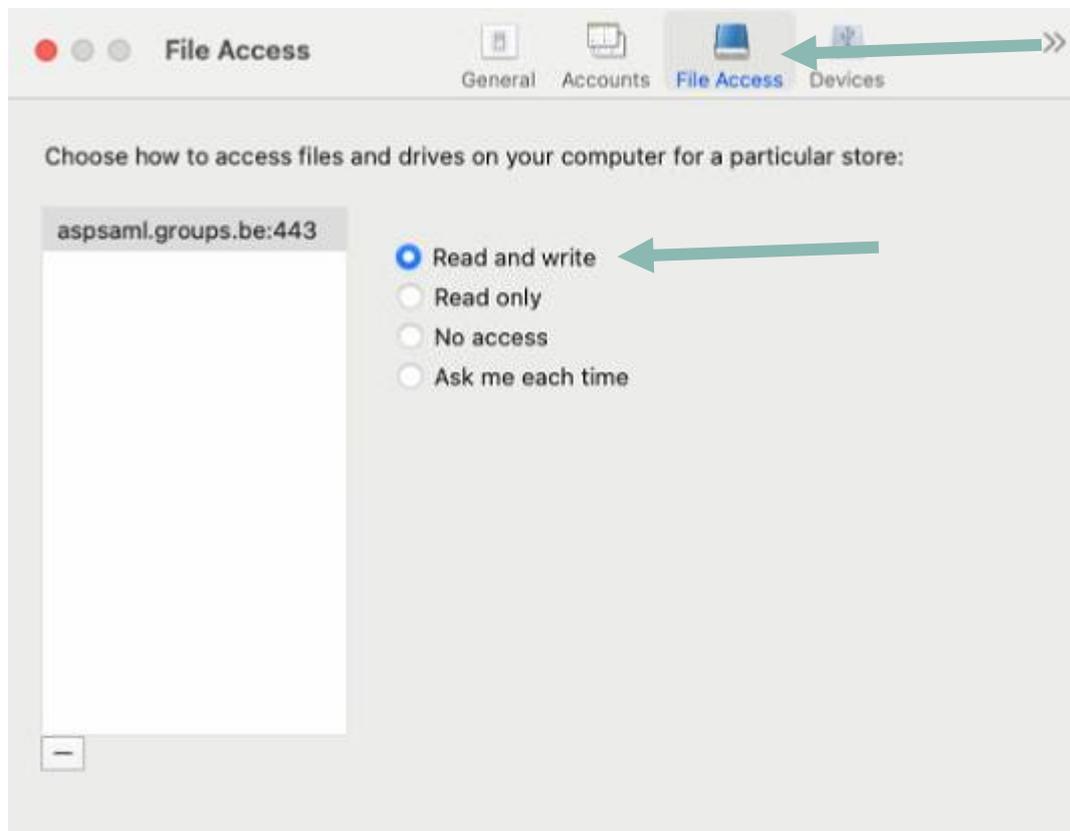
Single Sign on cannot be activated, neither an Account should be added. Just finish the installation wizard

2.1. Mapping folders

In order to map folders, to print or even to be able to save files you must give Citrix the authorization to Read and Write on/from our server:

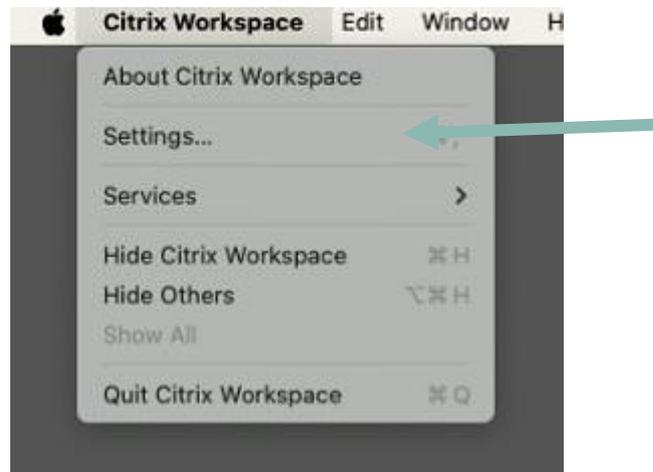


Open Citrix Viewer/Workspace when Presta is opened, choose Preferences/Settings

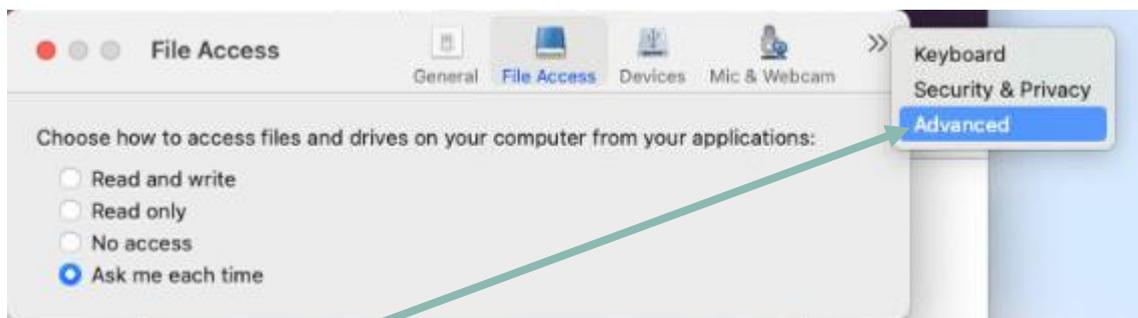


Select File Access and open the preferences select "Read and Write".

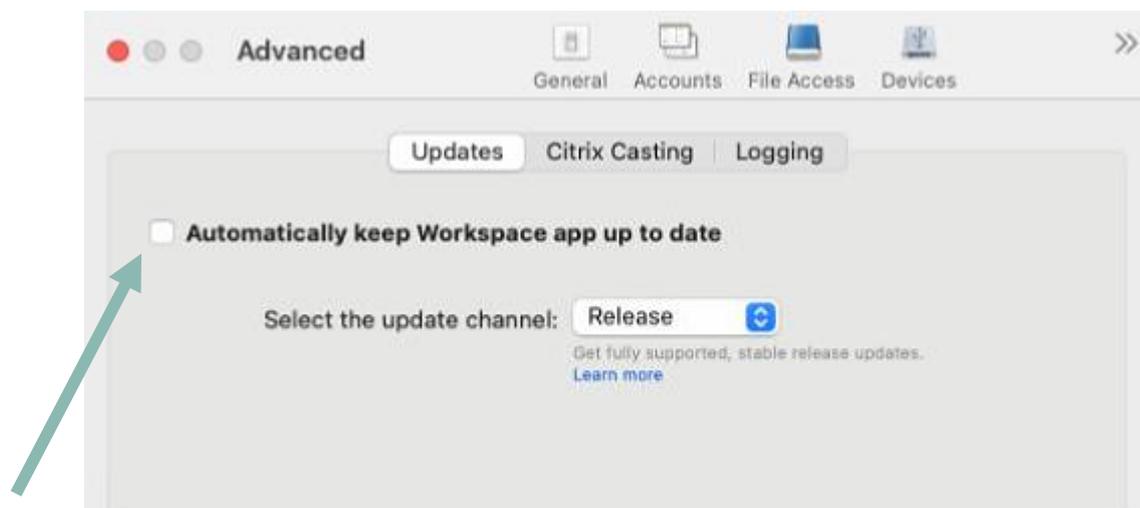
2.2. Deactivate Updates



Open Citrix Viewer/Workspace when Presta is opened, choose Preferences/Settings



Go to advanced settings



Deselect Automatically keep Workspace app up to date

2.3. Printer and display issues

Only Default printer from local PC is recognized by Presta

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