GSD. Citrix - Check the Installed Citrix Client version

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General Information:

Possible symptoms/errors:

User wants to know how to check the installed Citrix Client version.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

System tray icon

While the Citrix Client for Windows is running a system tray icon is displayed:

Citrix Workspace App (internal version 18.x and newer). This is the current generation of Citrix clients and are very similar to Citrix Receiver 4.x. The version schema has changed from Receiver's 4.x to , reflecting the release date of the installed client. Citrix Receiver 4.3 (internal version 14.x and newer). This is the previous generation of Citrix clients. Newer versions support advanced features, but older versions will be able to connect and use most functionality as well. Citrix Receiver 3.0 to 4.2 (internal version 13.x and 14.x). These versions are not supported anymore by Citrix and should be updated. They may still connect to our environment, but the full functionality will not be available. Citrix online plugin (internal version 12.x) and Citrix Plugin for hosted Apps (internal version 11.x). These versions are outdated and not supported anymore. Update to Citrix Receiver is highly recommended even if basic functionality may still be achieved. ICA Client and Citrix Program Neighborhood (Agent) (internal version 6.x to 10.x). These version are very outdated and are unable to connect to most of our environments.

Other/even older Citrix Clients are not supported by us in any way and must be upgraded to a current supported version before the Citrix support teams can assist.

Citrix Client

Citrix Workspace App

Citrix Receiver 4.3 and newer

Citrix Receiver 3.x to 4.2

Online plugin

Control Panel

If user has access to their computers control panel they can get the exact version of the installed Citrix Client from the list of installed software. Examples:

File version

User can check the main executable of the installed Citrix client. Open "Details" tab on the properties of the file "wfica32.exe". This file resides in "C:\Program Files (x86)\Citrix\ICA Client" (64bit OS) or "C:\Program Files\Citrix\ICA Client (32bit OS)".

NOTE: This will be the internal product number of the client, so user has to check which official version this corresponds to. For the newer clients usually, it is done by subtracting "10" from the first number.

Assignment Group:

Ext_WW_Virtual-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

Other/even older Citrix Clients: http://www.app-v.be/citrix/citrix-clients-list/