Marketron Citrix Server Upgrade Notification

Marketron will be performing system maintenance starting at 8 am MST on Sunday, February 15th. A significant portion of this maintenance will be upgrading to a newer version of Citrix Server. Users operating Windows systems with older versions of the Citrix Client may need to update their Citrix Workspace App to maintain compatibility. Please follow the instructions below to determine your Citrix version.

Minimum Citrix Workspace App Version Requirement

The **minimum required version for Citrix Workspace App is v22.3.1.41**. All users must have version 22.3.1.41 or later installed before February 15th to avoid service interruptions. It is highly recommended that you check your version and if necessary, initiate this update promptly. Note that newer Citrix Workspace App versions will remain compatible with the current platform. If your version is 22.3.1.41 or greater, you do not need to take any action.
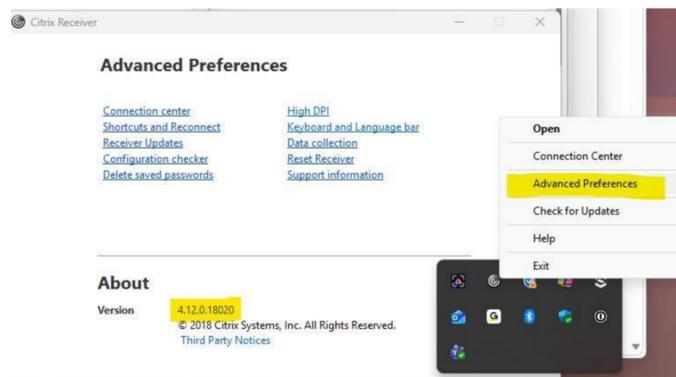
Checking Your Citrix Workspace App Version

- To verify your installed version of Citrix Workspace App, please follow these steps:
- Access the system tray, located near the clock.
- Right -click the Citrix icon.
- Select Advanced Preferences.
- Review the version information at the bottom of the window, as shown in the accompanying example image.

Determine if you need to Update

If your current version number is **lower than 22.3.1.41,** please follow the upgrade instructions below.

If you are already using version **22.3.1.41 or higher**, no further action is required.

Uninstall the Old Citrix Workspace App

- For Windows 10/11:
    - Navigate to Settings > Apps > Installed apps (or "Apps & features").
    - Locate Citrix Receiver or Citrix Workspace App and select Uninstall.
    - Confirm the removal of the application.
- For older Windows versions:
    - Open Control Panel > Programs > Uninstall a program.
    - Remove the Citrix application as appropriate.

Installing Citrix Workspace v22.3

After uninstalling previous versions, install Citrix Workspace App version 22.3. Download Citrix Workspace App 22.3.1.4 **here.**

- During installation, do not enable additional options or add an account/email.
- Proceed with the default settings and select Finish when prompted.

Disabling Citrix Update Notifications

To prevent automatic updates that may result in compatibility issues, please follow these steps:

1. Right-click the Citrix icon in the system tray (near the clock).
2. Select Advanced Preferences.
3. Click on Workspace Updates.
4. Select "No, don't notify me," and save your settings.
5. If prompted by a pop-up notification regarding available updates, simply dismiss it.

Final Steps

When applications are launched, provide full access if requested. Choose options that prevent future prompts or allow the application to remember your preferences.

Please feel free to contact us at help@marketron.com or (888) 239-8878 with any questions.
Do you have feedback to share on Marketron's products or services? Tell us about it.