

Citrix Receiver 11.8 for Macintosh OS X

1. Document Control Record

Document title	Citrix Receiver 11.8 for Macintosh OS X
Document Owner	Rayna McKinley

2. Issue and Amendment Record

Issue	Date	Revised by	Comments
1	8/15/2013	Rayna McKinley	Original Release
2	9/16/2013	Rayna McKinley	Update Mac OS X – Invalid Computer Name doc

3. Introduction

This document describes the download, installation and configuration process for the Citrix Receiver on Macintosh OS X.

4. Operating System Requirements

Macintosh OS X 10.6, 10.7 and 10.8 (32 and 64-bit)

5. Download & Installation

- Open Safari and go to www.citrix.com/downloads.
- Click on 'Citrix Receiver' in the middle of the page under 'Most Downloaded':



- Click on 'Download Receiver for Mac'.



- Close all Internet browsers including Safari, Chrome, Firefox, etc.

Written by: Richard Ochoa	Approved by:
Issue number: 1.0	Issue date: 10/15/2012
Reference:	Page 1 of 8
Note: If this page is printed, it is the responsibility of the user to ensure that it is the latest approved issue.	
Commercial in Confidence	

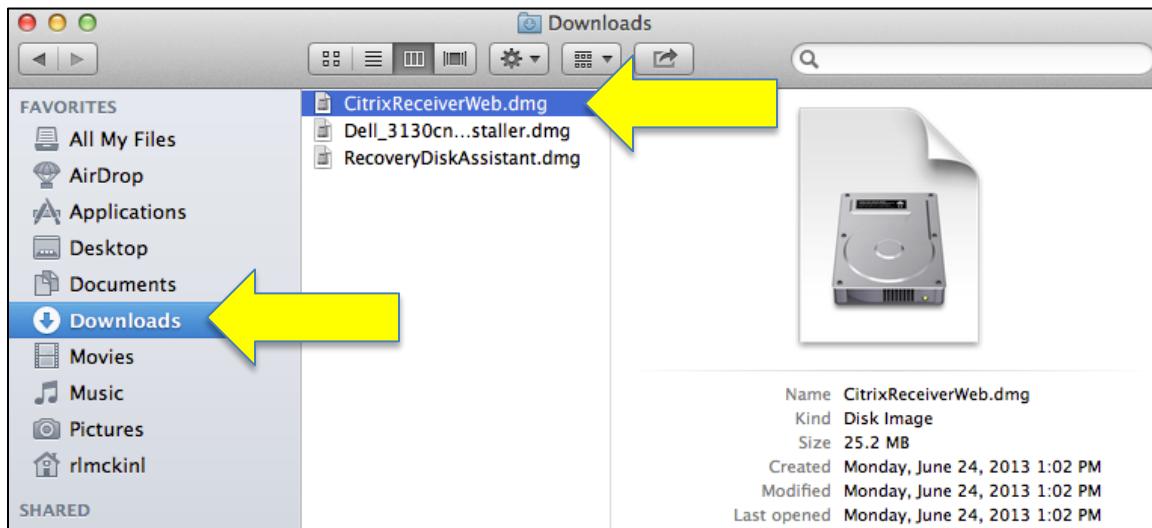
Citrix Receiver 11.8 for Macintosh OS X

E. Once the application is downloaded, find the file in the Downloads folder in Finder:

1. Click on the 'Finder' icon in the bottom left of the dock.



2. Find and select 'Downloads' on the left. Double-click on the installer to open it.



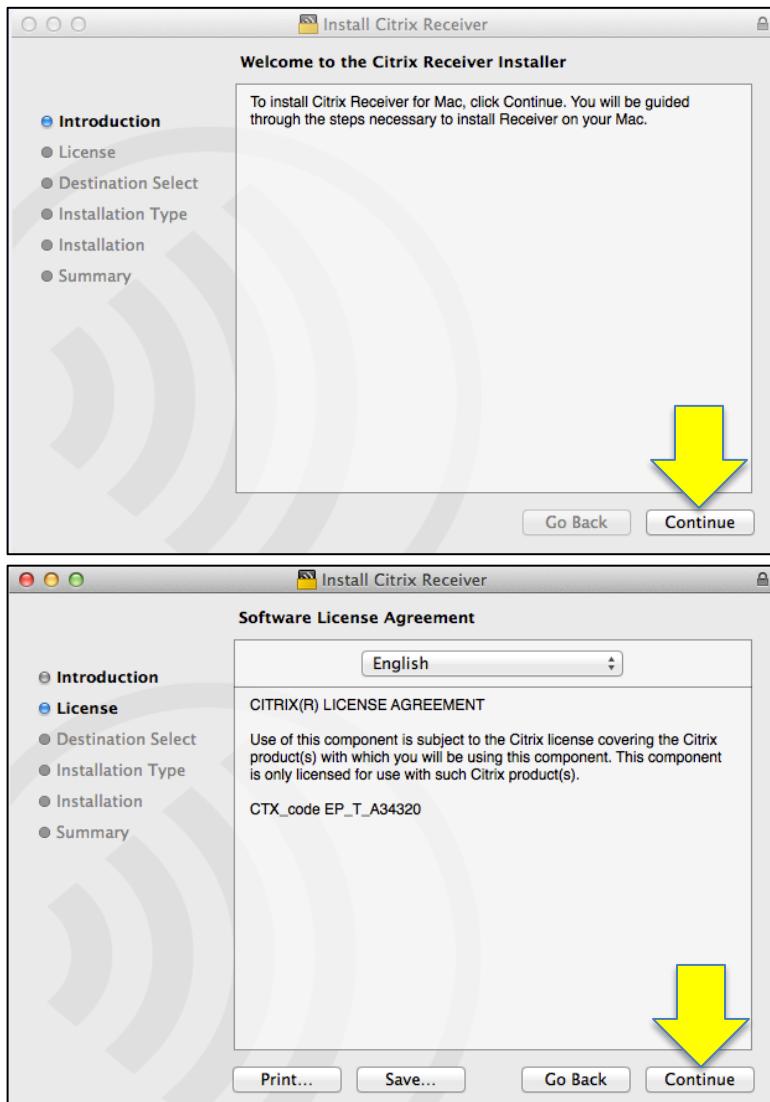
F. On the next window, double-click on the 'Install Citrix Receiver' icon to run the installer package.



Written by: Richard Ochoa	Approved by:
Issue number: 1.0	Issue date: 10/15/2012
Reference:	Page 2 of 8
Note: If this page is printed, it is the responsibility of the user to ensure that it is the latest approved issue.	
Commercial in Confidence	

Citrix Receiver 11.8 for Macintosh OS X

G. Click on 'Continue' on the Welcome screen and following Software License Agreement screen.



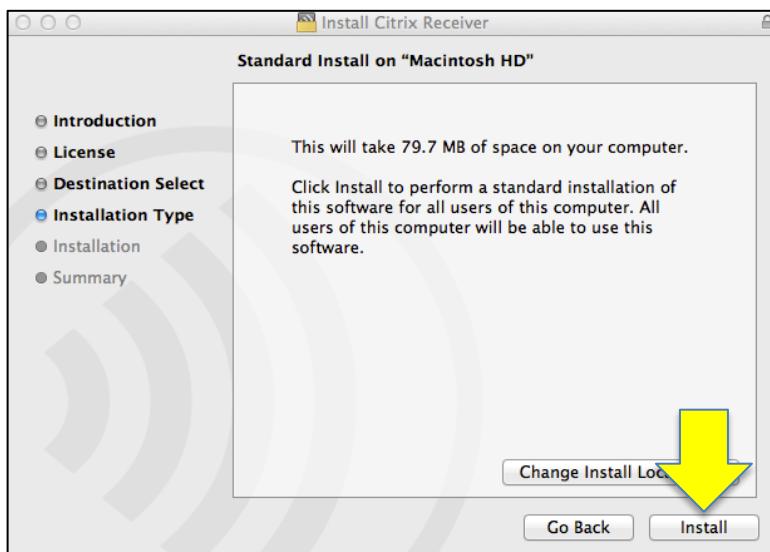
H. Click on 'Agree' to continue the installation on the following pop-up window.



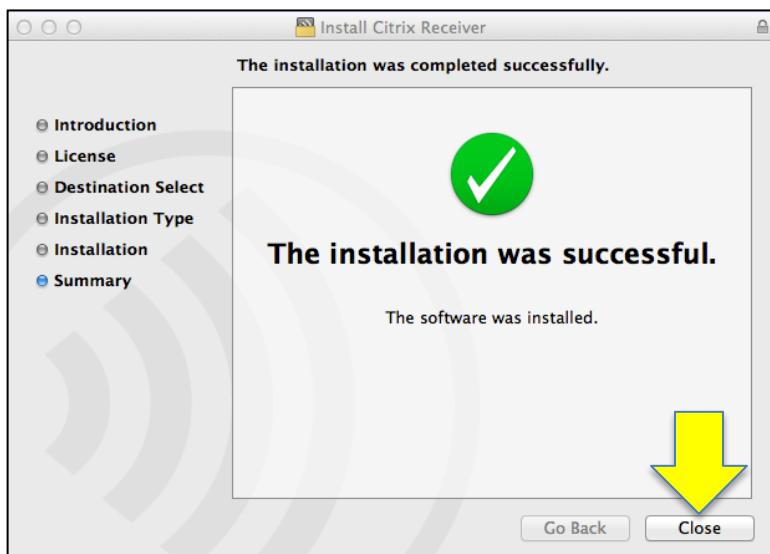
Written by: Richard Ochoa	Approved by:
Issue number: 1.0	Issue date: 10/15/2012
Reference:	Page 3 of 8
Note: If this page is printed, it is the responsibility of the user to ensure that it is the latest approved issue.	
Commercial in Confidence	

Citrix Receiver 11.8 for Macintosh OS X

- I. Click on 'Install' to accept a standard installation on the Macintosh computer.



- J. The installer will prompt for an administrative username and password; enter credentials for a local administrator account (this is not a UTMB-USERS-M account).
- K. Click on 'Close' when the installation completes successfully.

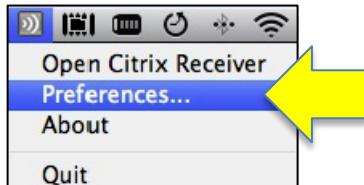


Written by: Richard Ochoa	Approved by:
Issue number: 1.0	Issue date: 10/15/2012
Reference:	Page 4 of 8
Note: If this page is printed, it is the responsibility of the user to ensure that it is the latest approved issue.	
Commercial in Confidence	

Citrix Receiver 11.8 for Macintosh OS X

6. Configuration

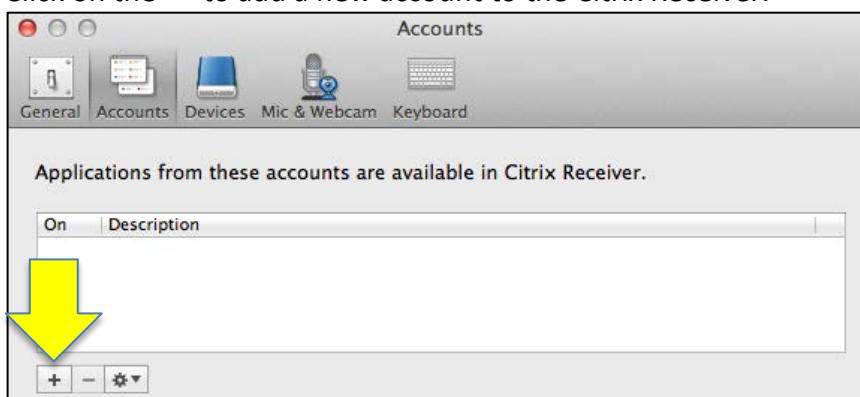
A. Click on the 'Citrix Receiver' icon in the upper menu and select 'Preferences' from the menu.



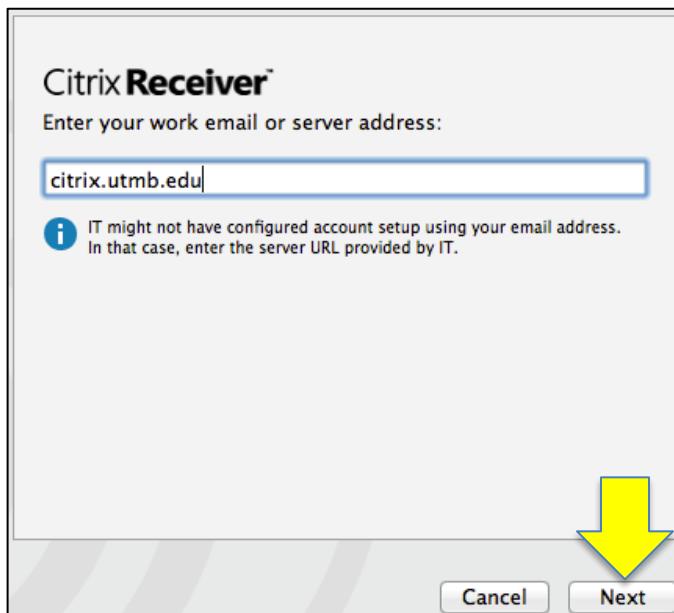
B. Select the 'Accounts' tab.



C. Click on the '+' to add a new account to the Citrix Receiver.



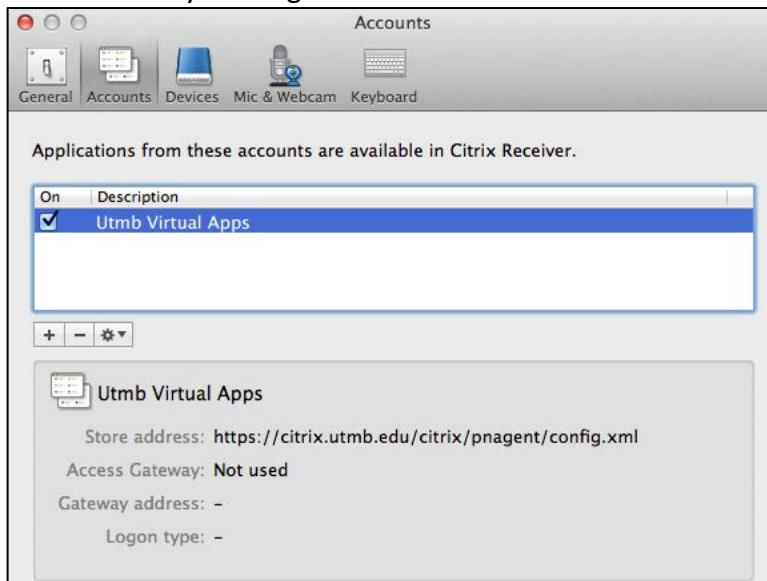
D. Enter 'citrix.utmb.edu' for the server address when prompted and click on 'Next' to continue.



Written by: Richard Ochoa	Approved by:
Issue number: 1.0	Issue date: 10/15/2012
Reference:	Page 5 of 8
Note: If this page is printed, it is the responsibility of the user to ensure that it is the latest approved issue.	
Commercial in Confidence	

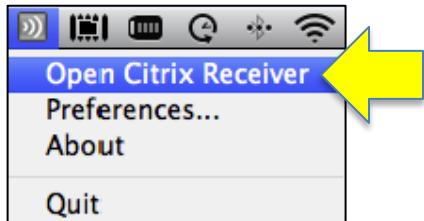
Citrix Receiver 11.8 for Macintosh OS X

E. The 'UTMB Virtual Apps' server/account should now be available. Close the Citrix Receiver Preferences by clicking on the red circle.

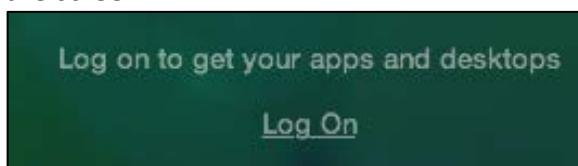


7. Configuration

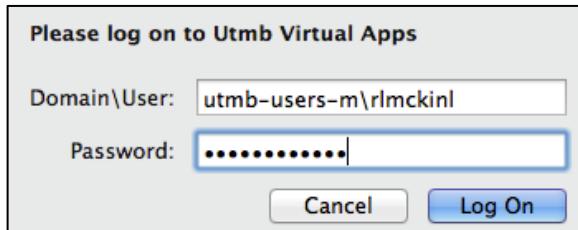
A. Open the Citrix Receiver from the upper menu.



B. A logon prompt should automatically appear; if it does not, click on the 'Log On' link in the middle of the screen.



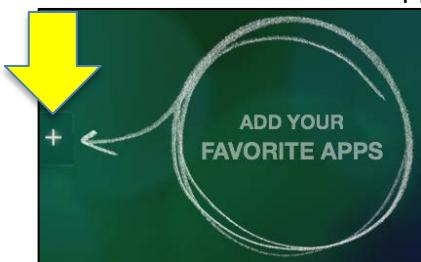
C. Enter UTMB credentials and click on the 'Log On' button.



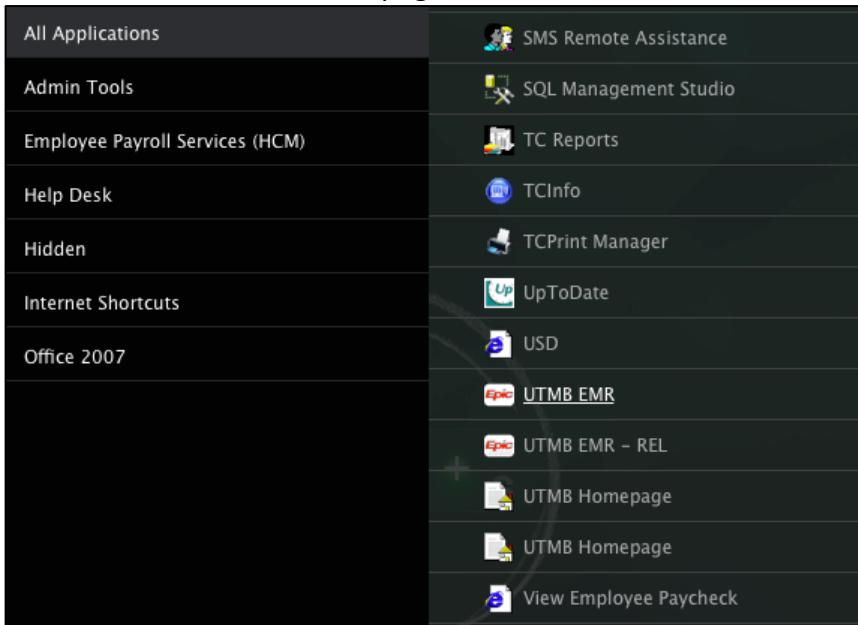
Written by: Richard Ochoa	Approved by:
Issue number: 1.0	Issue date: 10/15/2012
Reference:	Page 6 of 8
Note: If this page is printed, it is the responsibility of the user to ensure that it is the latest approved issue.	
Commercial in Confidence	

Citrix Receiver 11.8 for Macintosh OS X

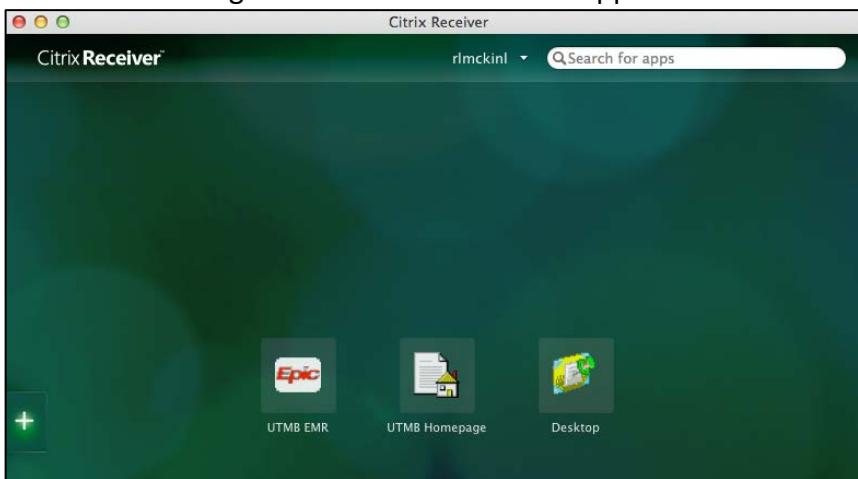
D. Click on the '+' icon to add applications to your 'Favorite Apps'.



E. Applications available will vary per account access. Most customers will want to add the 'Desktop', UTMB EMR and UTMB Homepage.



F. Click back on the green window to close the application list and view the added applications.



G. Click on the application on the Favorite Apps screen to open it.

Written by: Richard Ochoa	Approved by:
Issue number: 1.0	Issue date: 10/15/2012
Reference:	Page 7 of 8
Note: If this page is printed, it is the responsibility of the user to ensure that it is the latest approved issue.	
Commercial in Confidence	

Citrix Receiver 11.8 for Macintosh OS X

8. Troubleshooting

- A. Customer is unable to open EPIC – symptoms include freezing while “jumping to hyperspace” or error message ‘no environment files available’.
 1. Verify the Macintosh computer name. If it contains spaces, special characters or is extremely long, rename the Macintosh to the “MAC-username”, where username is the customer’s UTMB-USERS-M username. The computer name must be unique and contain no spaces or special characters.
 2. See “Mac OS X – Invalid Computer Name” document on iSpace > USD KB Articles > MAC for assistance changing the computer name.
- B. Customer gets an error that the OS type is not supported.
 1. Check the OS version and ensure that it is 10.6 or later. If the OS is an earlier version (10.5, 10.4, 10.3), download and install the appropriate plug-in from the “Legacy” plug-in section on the Citrix site.
- C. To reinstall the application, run the installer file again and double-click on the ‘Uninstall Citrix Receiver’ icon to remove it first. Restart the Macintosh. Run the installation again.



Written by: Richard Ochoa	Approved by:
Issue number: 1.0	Issue date: 10/15/2012
Reference:	Page 8 of 8
Note: If this page is printed, it is the responsibility of the user to ensure that it is the latest approved issue.	
Commercial in Confidence	