

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.

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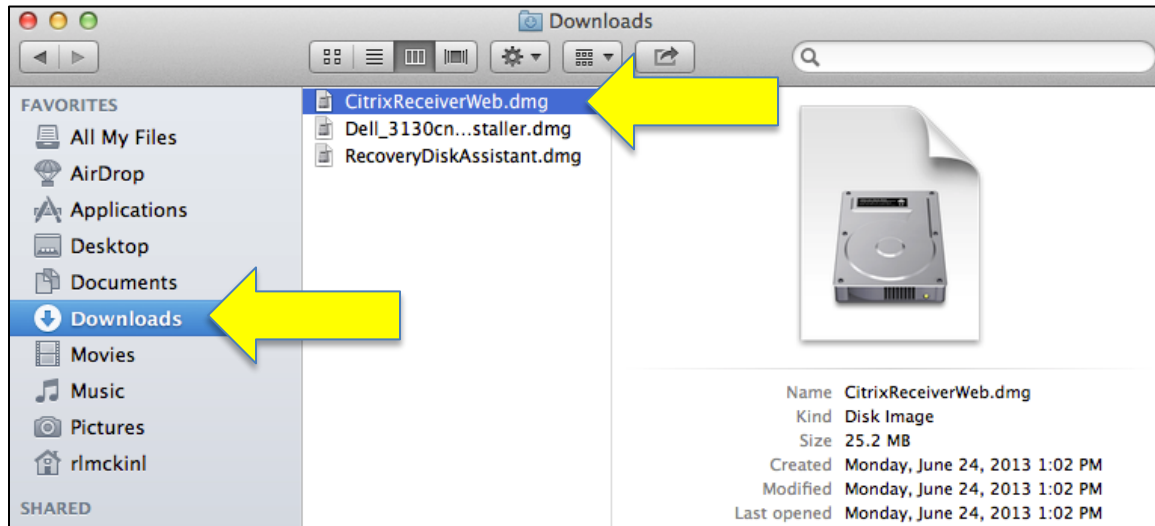
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E. Once the application is downloaded, find the file in the Downloads folder in Finder:

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.



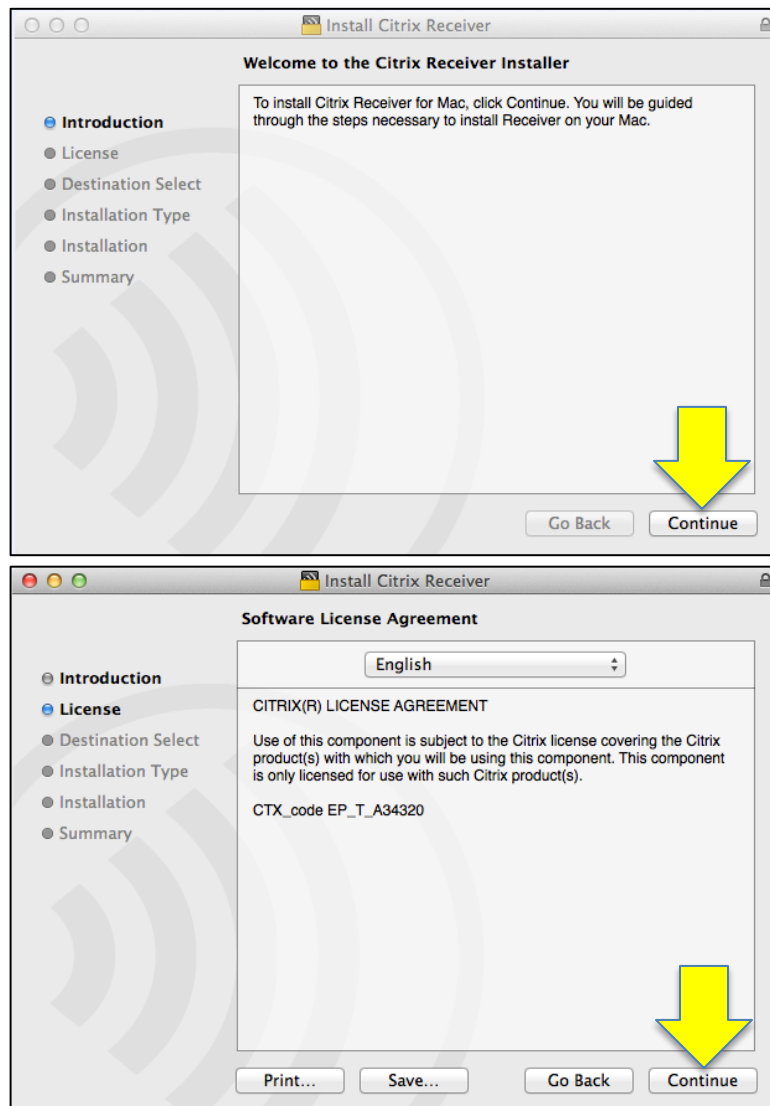
F. On the next window, double-click on the 'Install Citrix Receiver' icon to run the installer package.



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



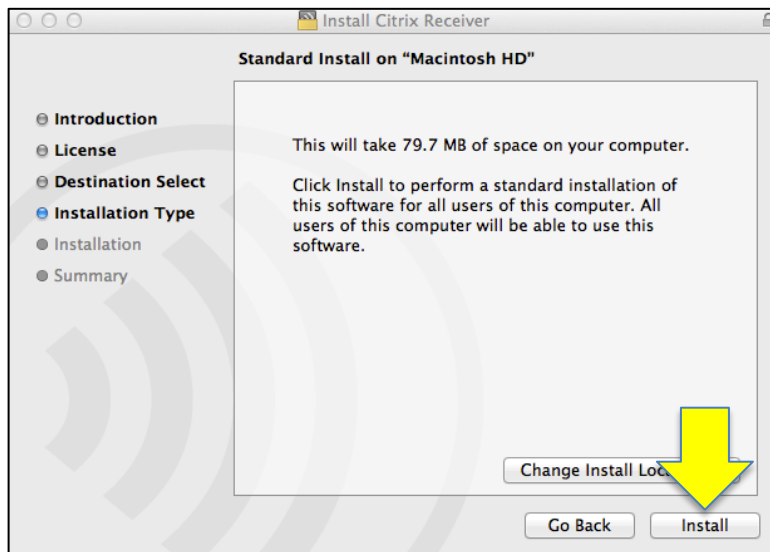
- H. Click on 'Agree' to continue the installation on the following pop-up window.



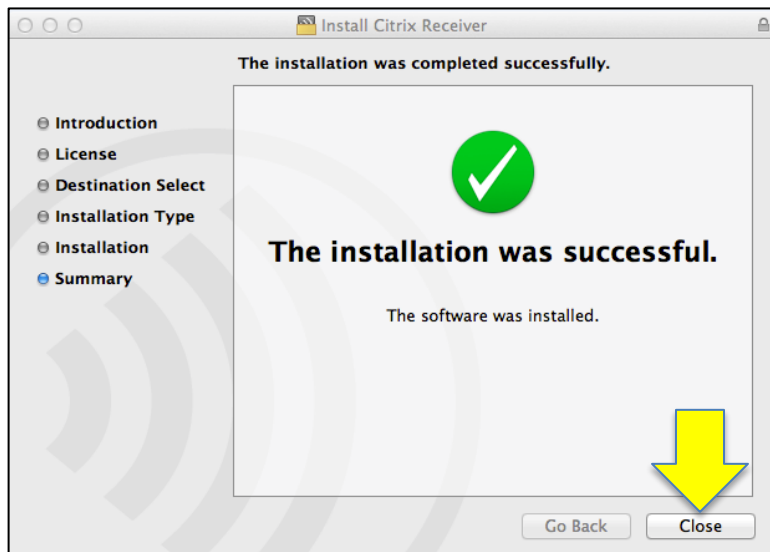
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- I. Click on 'Install' to accept a standard installation on the Macintosh computer.



- 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.

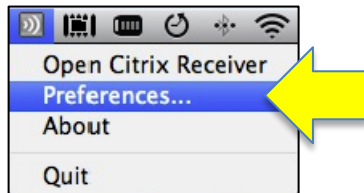


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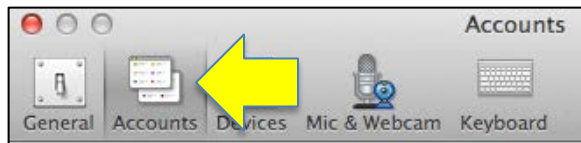
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6. Configuration

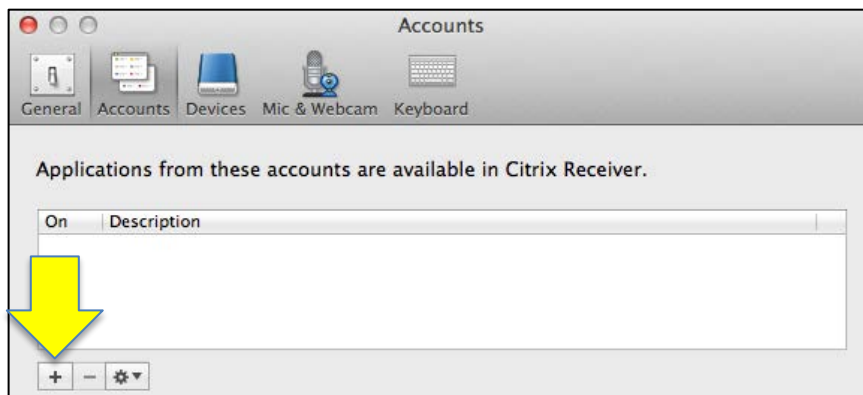
- A. Click on the 'Citrix Receiver' icon in the upper menu and select 'Preferences' from the menu.



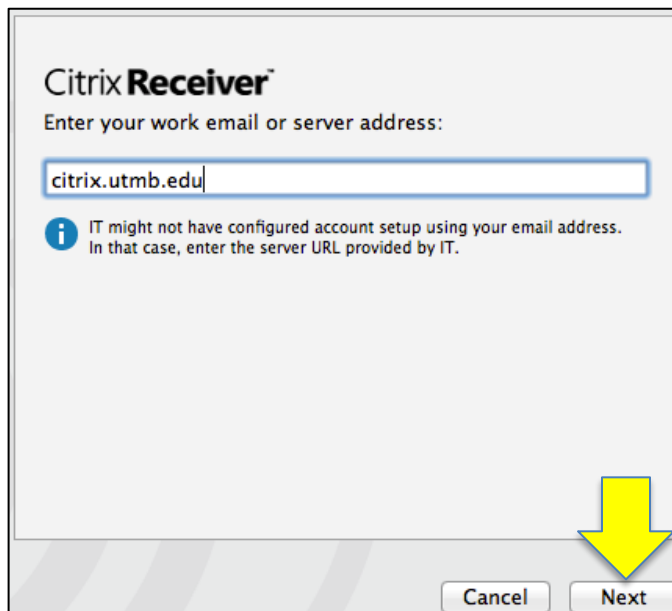
- B. Select the 'Accounts' tab.



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



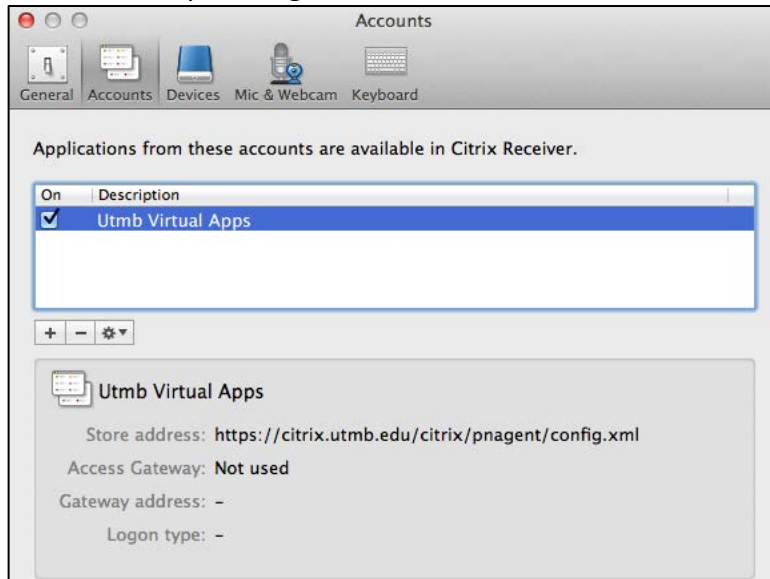
- D. Enter 'citrix.utmb.edu' for the server address when prompted and click on 'Next' to continue.



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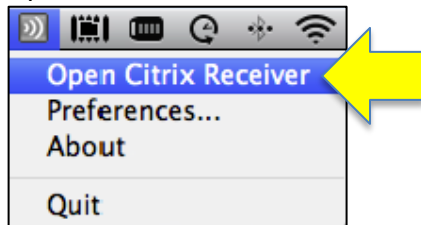
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- E. The 'UTMB Virtual Apps' server/account should now be available. Close the Citrix Receiver Preferences by clicking on the red circle.

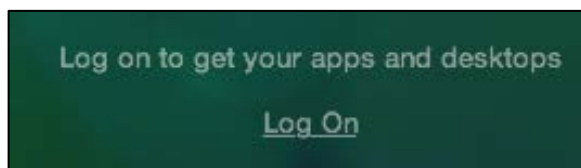


7. Configuration

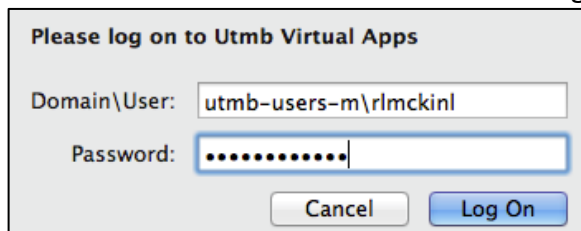
- A. Open the Citrix Receiver from the upper menu.



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



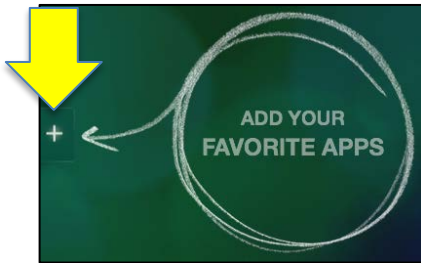
- C. Enter UTMB credentials and click on the 'Log On' button.



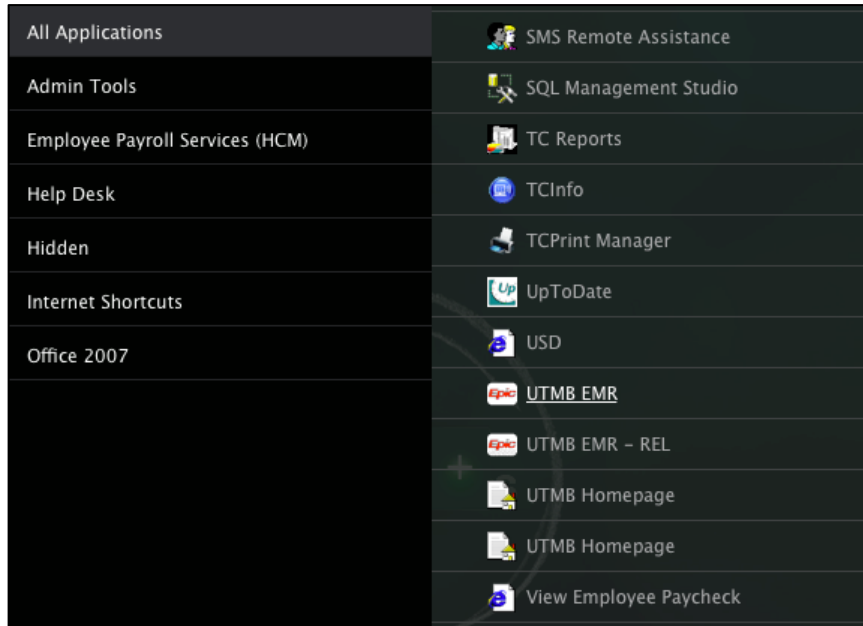
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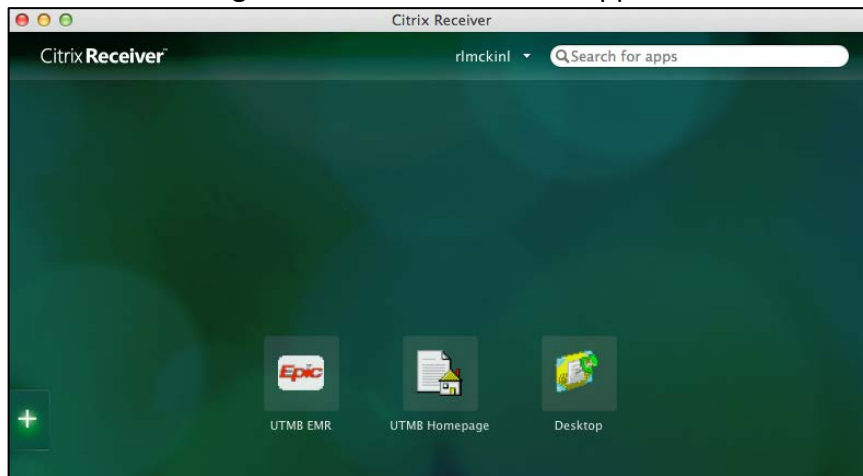
- D. Click on the '+' icon to add applications to your 'Favorite Apps'.



- 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.

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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.



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