



Receiver (Updater) for Mac 1.2

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Receiver (Updater) for Mac 1.2

Citrix Receiver is a new lightweight software client that makes accessing virtual applications and desktops as easy as turning on your TV.

Much like a satellite or cable TV receiver in a broadcast media service, Citrix Receiver allows IT organizations to deliver desktops and applications as an on-demand service to any device in any location with a rich "high definition" experience.

As long as employees have Citrix Receiver installed, IT no longer has to worry about whether they are delivering to a PC in the office, a Mac at home, or an iPhone on the road. This approach radically simplifies desktop management for IT and gives end users far more flexibility and independence in how and where they work.

Under this node, you will find the following resources for Receiver:

Readme for Citrix Receiver for Mac 1.2	Contains known issues in this release.
System Requirements and Compatibility	Contains server requirements, system requirements and compatibility information.
Installing Receiver for Mac from Inside Your Firewall	Contains the procedure for downloading and installing Receiver for Mac from an internal web site.

For information on deploying Citrix Receiver for Windows with other Citrix products, see the [Merchandising Server](#).

Readme for Citrix Receiver for Mac 1.2

Download File Name: Receiver.dmg (from the Merchandising Server or Update Service download pages or from citrix.com).

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Finding Documentation

To access complete and up-to-date product information, go to Citrix eDocs located at <http://support.citrix.com/proddocs/index.jsp> and expand **Receiver and Plug-ins > Receiver for Mac**.

To view Receiver for Mac online help, click the Receiver icon in the upper right portion of the menubar and click **Help and Support**.

Supported Citrix Components

To access complete and up-to-date product information, go to Citrix eDocs located at <http://support.citrix.com/proddocs/index.jsp> and expand the topics for your product. The Readme files for the supported components are available through the **Plug-ins > Get New** page in the Merchandising Server Administrator Console.

Getting Support

Citrix provides an online user forum for technical support. This forum can be accessed at <http://forums.citrix.com/category.jspa?categoryID=169>. The Web site includes links to downloads, the Citrix Knowledge Center, Citrix Consulting Services, and other useful support pages.

Citrix provides technical support primarily through Citrix Solutions Advisor. Contact your supplier for first-line support or use Citrix Online Technical Support to find the nearest Citrix Solutions Advisor.

Citrix offers online technical support services on the Citrix Support Web site. The Support page includes links to downloads, the Citrix Knowledge Center, Citrix Consulting Services, and other useful support pages.

Known Issues

Clicking Cancel on applet prior to download prevents download from being reinitiated [2121].

When loading the Receiver for Mac download page, the browser may display a "An applet from ... is requesting access to your computer" pop-up message. Clicking **Deny** may prevent the download from operating, even after refreshing the web page.

Workaround: Close and restart your browser. When subsequently presented the message, select "Allow all applets" and click Allow.

Receiver self update gets stuck in a loop [2252].

If the installer is mounted and self-upgrade is selected, the install process gets stuck in a loop.

Workaround: Unmount the installer image from desktop.

Dazzle cannot connect to any store if Receiver is not running [2552].

If Receiver is not running when Dazzle is started, a **Start Receiver** pop-up is displayed. Clicking **Start Receiver** will start Receiver but not automatically restart Dazzle.

Workaround: Start Receiver. Restart Dazzle.

Receiver will not automatically run for a user who didn't install it or manually start it [2561].

Receiver will not automatically run for users who did not install it.

Workaround: Manually launch Receiver.

Help URL for Receiver for Windows is used by Mac Receiver [2569].

The Online Help button in the Receiver for Mac client launches general help information for the Receiver for Windows client.

Workaround: Use the ? button instead of the **Online Help** button.

Receiver can't check for updates after uninstall admin password prompt was cancelled [2621].

When cancelling the uninstall process at the admin password prompt, Receiver is not able to check for updates and will not show any pop-up messages, CitrixReceiver.log entries, or console messages. It behaves as if update were disabled.

Workaround: Select **Turn Receiver Off** and then select **Turn Receiver On** from the Receiver menu.

Receiver menus won't function until the setup complete message is acknowledged [2647].

After Receiver has been installed and has downloaded and installed any plug-ins, menus are not available until the **Setup complete!** message is acknowledged.

Workaround: Click **Close** on the **Setup complete!** message.

<http://www.citrix.com>

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System Requirements and Compatibility

The following operating systems and versions are supported by Citrix Receiver for Mac:

- Mac OS X 10.5, 32-bit and 64-bit (Intel only)
- Mac OS X 10.6, 32-bit and 64-bit

Supported Citrix Plug-ins

The following table lists the plug-ins that are compatible with Merchandising Server, as well as the operating systems supported by those plug-ins:

Plug-in (Minimum Version)	Compatible Operating Systems	Minimum Receiver Updater Version
Windows		
Acceleration plug-in 5.5.4.26	Windows XP Professional (32- and 64-bit), Windows Vista (32- and 64-bit), Windows 7 (32- and 64-bit)	2.0
Acceleration plug-in 5.5.2.24	Windows XP Professional (32-bit), Windows Vista (32-bit)	1.2
Citrix Receiver (Updater) for Windows 2.0.38007	Windows XP Professional SP3 (32- and 64-bit), Windows Vista (32- and 64-bit), Windows 7 (32- and 64-bit), Windows Server 2003 SP2 (32- and 64-bit), and Windows Server 2008 (32- and 64-bit)	2.0
Citrix Receiver for Windows 3.0	Windows 7 (32- and 64-bit, including Embedded Edition), Windows XP Professional (32- and 64-bit) , Windows XP Embedded, Windows Vista (32- and 64-bit), Windows Server 2003 and 2008 (32- and 64-bit, not supported with XenDesktop connections)	2.0

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Citrix Self-service plug-in 2.0.0.27090	Windows XP Professional (32- and 64-bit), Windows 7 (32- and 64-bit)	2.0
Dazzle plug-in 1.1.2.18299	Windows XP Professional (32- and 64-bit), Windows Vista (32- and 64-bit), Windows 7 (32- and 64-bit)	1.2
EasyCall 3.0.1.985	Windows XP Professional (32- and 64-bit), Windows Server 2003 (32- and 64-bit), Windows Server 2008 (32- and 64-bit), Windows Vista (32- and 64-bit), Windows 7 (32- and 64-bit)	1.1
EasyCall 2.2.1.872	Windows XP Professional (32- and 64-bit), Windows Server 2003 (32- and 64-bit), Windows Server 2008 (32- and 64-bit), Windows Vista (32- and 64-bit)	1.1
Offline plug-in 5.1	Windows XP Professional (32- and 64-bit), Windows Vista (32- and 64-bit), Windows Server 2003 and 2008 (32- and 64-bit), Windows 7 (32- and 64-bit)	1.2
Online plug-in 11.1 or Citrix Receiver 13.0	Windows XP Professional (32- and 64-bit), Windows Vista (32- and 64-bit), Windows 7 (32- and 64-bit), Windows Server 2003 and 2008 (32- and 64-bit)	1.1
Profile management plug-in 2.0.0 *	Windows XP Professional (32- and 64-bit), Windows Vista (32- and 64-bit), Windows Server 2003 and 2008 (32- and 64-bit)	1.1
Secure access plug-in 4.6.2.0600 (Standard and Advanced)	Windows XP Professional (32- and 64-bit), Windows Vista (32- and 64-bit), Windows 7 (32- and 64-bit)	2.0
Secure access plug-in 9.1 (Enterprise)	Windows XP Professional (32- and 64-bit), Windows Vista (32- and 64-bit), Windows 7 (32- and 64-bit)	2.0

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Single sign-on plug-in 5.0	Windows XP Professional (32- and 64-bit), Windows Vista (32- and 64-bit), Windows 7 (32- and 64-bit), Windows Server 2003 and 2008 (32- and 64-bit)	3.0
Service monitoring plug-in 3.0	Windows XP Professional (32- and 64-bit), Windows Vista (32- and 64-bit), Windows 7 (32- and 64-bit)	1.1
Mac		
Citrix Receiver for Mac 2.0.169145	Mac OSX 10.5-10.6 (32- and 64-bit)	2.0
Communications plug-in for Mac 3.0.1.1077	Mac OSX 10.5-10.6 (32- and 64-bit)	1.1
Online plug-in 11.2.0.169077	Mac OSX 10.5, 10.6 (32- and 64-bit)	1.2
Secure access plug-in 1.2.0.58	Mac OSX 10.5, 10.6 (32- and 64-bit)	1.2

*The Profile management plug-in must be downloaded from <http://mycitrix.com>.

Documentation for the Citrix components supported by Merchandising Server is available at <http://support.citrix.com/proddocs/index.jsp> and through the **Plug-ins > Get New** page in the Merchandising Server Administrator Console.

Installing Receiver for Mac from Inside Your Firewall

End users can install Receiver for Mac from an internal download page which is accessible from Merchandising Server.

1. Enter the Receiver Download URL in the web browser address field. The internal download page URL is similar to `https://[serverAddress]/appliance/download`, where `[serverAddress]` is your Merchandising server address or host name.
2. Click the **Terms of Use** link to read the full document and select the checkbox to accept.
3. Click the **Download Now** button to start the download.
4. Click the **Continue** button in the Install Citrix Receiver pop-up window.
5. Select the desired destination drive and click **Continue**.
6. Click **Install**.
7. Enter your user password and click **OK**.
8. Click **Close**.
9. Enter your Active Directory user authentication credentials.
10. Select **Standard** and click **Continue**.
11.  Enter your user password and click **OK**. Receiver for Mac fetches the initial delivery from Merchandising Server and installs it. The Receiver icon is present in the menubar.
12. Click **Close**.