



# Receiver (Updater) for Mac 2.1

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# Receiver (Updater) for Mac 2.1

Citrix Receiver for Mac is a 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 Citrix Receiver for Mac:

<a href="#">About Receiver 2.1 for Mac</a>	Contains known issues, fixed issues, and information about getting support.
<a href="#">System and Compatibility Requirements for Receiver 2.1 for Mac</a>	Contains server requirements, system requirements and compatibility information.
<a href="#">Installing Receiver 2.1 for Mac</a>	Contains the procedure for downloading and installing Receiver for Mac from an internal web site.
<a href="#">Software Development Kit</a>	Contains information on regarding the Software Developers Kit.

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

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# About Receiver 2.1 for Mac

About this release Version: 2.1

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

## Upgrading to Receiver 2.1 for Mac

To upgrade from Receiver 1.2 for Mac to Receiver 2.1 for Mac, create a delivery in Merchandising Server. For more information, see [Creating Deliveries](#).

## Known Issues

This section contains:

- General issues
- Third-party issues

## General Issues

- Receiver cannot connect to any application store if it is not running.

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 the Dazzle [#2552].

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

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

Workaround: Manually launch Receiver [#2561].

- Preferences panel does not update self-service stores section dynamically.

If the Preferences panel is open while Receiver is receiving a delivery which updates the configuration of Dazzle Stores, the Store Name and Address are not updated when the delivery is complete.

Workaround: Close and reopen Receiver Preferences [#2700].

- Receiver for Mac fails to get and send the computer domain name to Merchandising Server when delivery rule is based upon domain name and the domain name value excludes a suffix.

When creating a delivery rule with User Domain Membership, the domain name must end in net , .com, or the like. It cannot be a single word without the dot suffix [#2716].

- Disconnecting from Delivery Services while changing network connection (Ethernet/WiFi) and running the online plug-in will lose VPN connection without notification to reconnect.

Workaround: Attempt to re-establish connection immediately to minimize any data loss [#2856].

- Saving different credentials for Citrix Access Gateway and Receiver in a user's keychain store will require authentication when using either product.

Workaround: Use the same authentication method for both Citrix Access Gateway and Citrix Receiver [#2949].

- Receiver may start and prompt for Access Gateway authentication before WiFi connectivity is established.

When booting up, Receiver may start before OSX establishes a WiFi connection. Users are then subsequently prompted to authenticate an Access Gateway session.

Workaround: Exit Receiver, wait for a WiFi connection to be established, and restart Receiver [#2974].

- When uninstalling Online plug-in 11.2 with Receiver, subsequent installation of Online plug-in 11.1. may fail.

This is only encountered when attempting to down rev the Online plug-in from version 11.2 to 11.1.

Workaround: Remove *Macintosh HD/Library/Receipts/com.citrix.ICAClient* and *Macintosh HD/Library/Internet Plug-Ins/CitrixICAClientPlugin.plugin*. Also use the `pkgutil` command:

```
pkgutil --forget com.citrix.ICAClient
```

[#3173]

- Receiver for Mac cannot resolve hostnames that don't end in `.com` or `.net`.

If your Merchandising Server URL download page uses an unconventional hostname suffix, users will be able to download and install Receiver for Mac, but Receiver will not be able to connect with its associated Merchandising Server.

Workaround: For download pages inside your firewall, use a server address with an IP address instead of a hostname (`https://serverAddress/appliance/download`). For download pages outside your firewall, use a hostname ending in `.com` or `.net` [#3392].

- Delivery fails for secondary plug-in when defined as dependent in metadata of a primary plug-in.

Receiver for Mac may not install a plug-in when it is defined as dependent in the metadata of another plug-in, even if the primary plug-in is already installed.

Workaround: Manually install the dependent plug-in [#3430].

## Third-Party Issues

- Receiver displays Microsoft .NET Framework "unhandled exception" error when Merchandising Server delivery completion text includes a URL without `"http://"`.

When Receiver receives a delivery with completion text including a URL that excludes `"http://"`, Microsoft .NET Framework will display an unhandled exception error message.

Workaround: Correct the completion text in the Merchandising Server delivery and redeploy the delivery [#3359].

## Fixed Issues

The following issues were fixed since the last release.

- Clicking Cancel on applet prior to download prevents download from being reinitiated [#2121].
- Receiver self update gets stuck in a loop [#2252].
- Receiver can't check for updates after uninstall admin password prompt was cancelled [#2621].
- Receiver menus won't function until the setup complete message is acknowledged [#2647].

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

## 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.

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# System and Compatibility Requirements for Receiver 2.1 for Mac

You must have the following to install Citrix Receiver for Mac:

- Users must have administrator privileges on their client devices to install Receiver for Mac software from the Download page and to install or update Citrix plug-ins.

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	Compatible Operating Systems	Minimum Receiver Version
<b>Windows</b>		
Microsoft Application Virtualization Desktop Client 4.5	Windows 7 (32- and 64-bit), Vista, XP and Professional (32-bit)	1.2
Acceleration plug-in 5.5.4.26	Windows XP Professional, Vista, Windows 7	2.0
Acceleration plug-in 5.5.2.24	Windows XP Professional, Vista (32-bit)	1.2
Citrix Receiver 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 Self-service plug-in 2.0.0.27090	Windows XP Professional (32- and 64-bit), Windows 7 (32- and 64-bit)	2.0



## System Requirements

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 2.2.1.872	Windows XP Professional, Windows Server 2003, Windows Server 2008 (32- and 64-bit), Vista (32- and 64-bit),	1.1
EasyCall 3.0.1.985	Windows XP Professional, Windows Server 2003, Windows Server 2008 (32- and 64-bit), Windows Vista (32- and 64-bit), Windows 7 (32- and 64-bit)	1.1
Offline plug-in 6.0.0.1304	Windows XP Professional, Vista, Windows Server 2003 and 2008 (32- and 64-bit), Windows 7	1.2
Online plug-in 12.1.0.30	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 2.0.1.48 *	Windows XP Professional, Vista, Windows Server 2003 and 2008 (32- and 64-bit)	1.1
Secure access plug-in 5.0.1	Windows XP Professional, Windows Vista (32- and 64-bit), Windows 7(32- and 64-bit)	2.0
Secure access plug-in 4.6.3.0800	Windows XP Professional, Windows Vista (32- and 64-bit), Windows 7(32- and 64-bit)	1.1
Secure access plug-in 4.6.2.0600	Windows XP Professional, Windows Vista (32- and 64-bit), Windows 7(32- and 64-bit)	1.1
Secure access plug-in 9.2.49.8	Windows XP Professional, Windows Vista, Windows 7	2.0
Secure access plug-in 9.2.49.8	Windows Vista (64-bit), Windows 7 (64-bit)	2.0
Secure access plug-in 9.2.45.7	Windows XP Professional, Windows Vista, Windows 7	1.1
Secure access plug-in 9.2.45.7	Windows Vista (64-bit), Windows 7 (64-bit)	1.1

## System Requirements

Secure access plug-in 9.1.104.5	Windows XP Professional, Windows Vista, Windows 7	1.1
Secure access plug-in 9.1.104.5	Windows Vista (64-bit), Windows 7 (64-bit)	1.1
Secure access plug-in 9.1.103.9	Windows XP Professional, Windows Vista, Windows 7	1.1
Secure access plug-in 9.1.103.9	Windows Vista (64-bit), Windows 7 (64-bit)	1.1
Secure access plug-in 9.0.68.6	Windows XP Professional, Windows Vista	1.1
Service monitoring plug-in 5.3.4101	Windows XP Professional, Windows Vista, Windows 7	1.1
Service monitoring plug-in 5.3.4101	Windows XP Professional (64-bit), Windows Vista (64-bit), Windows 7 (64-bit)	1.1
<b>Mac</b>		
Citrix Receiver for Mac 2.0.169145	Mac OSX 10.5-10.6 (32- and 64-bit)	2.0
Communication 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 2.0	Mac OSX 10.5, 10.6 (32- and 64-bit)	2.0
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 Citrix 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.

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# Installing Receiver 2.1 for Mac

There are two methods of installing Receiver for Mac


- If your users have access to your company's internal network, they can install Receiver for Windows through the download page on the Merchandising Server, see [Installing Receiver for Mac from Inside Your Firewall](#).
- If your users do not have access to your company's internal network, you can deploy the web page template on to an external site for your users to download the Receiver and the Access Gateway plug-ins. For more information on deploying the external download page to your remote users, see [Installing Receiver for Mac from Outside Your Firewall](#).

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

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# 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**.

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# Installing Receiver for Mac from Outside Your Firewall

Users can install Citrix Receiver remotely using Citrix Secure Access (Standard or Enterprise Edition) plug-in. If your company uses a different product to provide access to remote users, this solution does not apply.

For your users to install Receiver remotely, you need to:

- Create an external download file by wrapping the Citrix Secure Access (Standard or Enterprise Edition) plug-in and the Citrix Receiver application into a single file using the Citrix Receiver Packager utility, and move the output file to your external web server. (The Citrix Receiver Packager utility and support files can be downloaded from [citrix.com](http://citrix.com).) For additional information, see [Creating the External Download File with Citrix Receiver Packager for Mac](#).
- Create your download web page from the supplied template, link it to the output file created by the Receiver Packager utility, and deploy the external web page on your web server. See [Creating the External Citrix Receiver Download Web Page](#).

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# Creating the External Download File with Citrix Receiver Packager for Mac

The Citrix Receiver Packager for Mac utility and can be downloaded from [citrix.com](http://citrix.com). You can download the latest Citrix secure access plug-in and Receiver application from **Plug-ins > Get New** in the Merchandising Server Administrator Console.

To create the external download file for Macintosh computers, you must install Receiver for Mac on a Mac inside your firewall. Once configured and running on a Mac desktop, use the Citrix Receiver Packager to make a preconfigured external download file. Using Merchandising Server system token will enable users to receive deliveries without authentication messages.

**To create the external download page executable:**

1. Download the Citrix Receiver Packager for Mac file onto a Mac desktop where Receiver for Mac is installed, configured to a Merchandising Server, and running.
2. Double-click the `Citrix Receiver Packager.dmg` file.
3. In the **Login to Merchandising Server** section, select either **Prompt users for credentials** or **Use system token**.
4. If using a Merchandising Server system token (see [Configuring Authentication](#)), enter the **Token Value** string from the **Configurations > Authentication** screen in the Merchandising Server Administrator Console.
5. Click + to select a dmg file. At a minimum, Citrix Receiver Packager for Mac requires a `Receiver.dmg`. You can also include the `Citrix Access Gateway.dmg`.
6. Click **Create**.
7. In the pop-up box, enter the external download file name, select the file creation location, and click **Save**.
8. Click **OK** to acknowledge successful completion.
9. Move the external download output file to a location on your web server that can be accessed by your download page. See [Creating the External Citrix Receiver Download Web Page](#) for additional information.

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# Software Development Kit

The Software Development Kit used to develop software components that Receiver for Mac can deploy is available through the Citrix Developer Network at <http://community.citrix.com/display/xa/Citrix+Receiver+for+Mac>