



Receiver Updater for Mac 2.2

2014-10-28 12:48:44 UTC

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Receiver Updater for Mac 2.2

Citrix Receiver for Mac provides secure, simple, high-performance, on-demand access to virtual desktops, enterprise applications, and IT services.

Citrix Receiver Updater for Mac is an optional program that downloads, installs, and configures Citrix Receiver and compatible Citrix and non-Citrix Receiver Plug-ins. Citrix Receiver Updater works with Merchandising Server to streamline the installation and management of Citrix Receiver on your user desktops. Merchandising Server provides the administrative interface for configuring, delivering, and upgrading plug-ins for your users' computers.

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

| | |
|--|---|
| About Receiver Updater for Mac 2.2 | Contains known issues, fixed issues, and information about getting support. |
| System and Compatibility Requirements for Receiver Updater for Mac 2.2 | Contains server requirements, system requirements and compatibility information. |
| Installing Receiver Updater for Mac 2.2 | Contains the procedure for downloading and installing Receiver for Mac from an internal web site. |
| Software Development Kit | Contains information on regarding the Software Developers Kit. |

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

About Receiver Updater for Mac 2.2

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

Upgrading to Receiver Updater for Mac 2.2

To upgrade to Receiver Updater for Mac 2.2, create a delivery in Merchandising Server 2.2. For more information, see [Creating Deliveries](#).

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 Updater self update gets stuck in a loop [#2252].
- Receiver Updater can't check for updates after uninstall admin password prompt was cancelled [#2621].
- Receiver Updater menus won't function until the setup complete message is acknowledged [#2647].
- Help URL for Receiver Updater for Windows is used by Mac Receiver Updater [#2569].

Known Issues

- Receiver Updater cannot connect to any application store if it is not running.
If Receiver Updater is not running when Self-service plug-in is started, a **Start Receiver** pop-up is displayed. Clicking **Start Receiver** will start Receiver but not automatically restart Self-service plug-in.
Workaround: Start Receiver Updater. Restart the Self-service plug-in [#2552].
- Receiver Updater will not automatically run for a user who didn't install it or manually start it.

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

Workaround: Manually launch Receiver Updater [#2561].

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

If the Preferences panel is open while Receiver Updater 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 Updater Preferences [#2700].

• Receiver Updater 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 Updater 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 Updater [#2949].

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

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

Workaround: Select **Turn Off** from the Receiver Updater menu, wait for a WiFi connection to be established, and select **Turn On** from the Receiver Updater menu [#2974].

• When uninstalling Online plug-in 11.2 with Receiver Updater, 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 Updater 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 Updater for Mac, but Receiver Updater 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 Updater 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].

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.

System and Compatibility Requirements for Receiver Updater for Mac 2.2

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

- Users must have administrator privileges on their user devices to install Receiver Updater 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 Updater for Mac:
 - Mac OS X 10.5, 32-bit and 64-bit (Intel only)
 - Mac OS X 10.6, 32-bit and 64-bit
 - Mac OS X 10.7, 32-bit and 64-bit
- The most recent version of Java must be installed on the user device.

Supported Citrix Plug-ins

The following table lists the minimum version of the plug-ins that are compatible with Merchandising Server:

| Plug-in (Minimum Version) |
|--|
| Windows |
| Acceleration plug-in 5.5.x |
| Citrix Receiver (Updater) for Windows 2.0 |
| Citrix Receiver for Windows 3.0 |
| Citrix Self-service plug-in 2.0 |
| Dazzle plug-in 1.1.2.x |
| Offline plug-in 5.2 |
| Online plug-in 12.1 or Online plug-in 13.0 (for Citrix Receiver) |
| Profile management plug-in 2.0.0 * |
| Secure access plug-in 4.6.x (Standard and Advanced) |
| Secure access plug-in 9.1.x (Enterprise) |
| Single sign-on plug-in 5.0 |
| Service monitoring plug-in 5.3.4 |
| Mac |

System and Compatibility Requirements for Receiver Updater for Mac 2.2

| |
|---------------------------------------|
| Citrix Receiver (Updater) for Mac 2.0 |
| Citrix Receiver for Mac 11.4 |
| Online plug-in 11.2.0.x |
| Secure access plug-in 1.2.0.x |

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

** If you have Mac OS X 10.7 users, you must add the string `MacOS10.7` to the platform list in the plug-in metadata file. For details about the metadata files, see [Modifying Plug-in Metadata](#).

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 Updater for Mac 2.2


There are two methods of installing Receiver Updater for Mac.

- If your users have access to your company's internal network, they can install Receiver Updater for Mac through the download page on the Merchandising Server, see [Installing Receiver Updater 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 Updater and the Access Gateway plug-ins. For more information on deploying the external download page to your remote users, see [Installing Receiver Updater for Mac from Outside Your Firewall](#).

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

Installing Receiver Updater for Mac from Inside Your Firewall

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

1. Enter the Receiver Updater 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 Updater for Mac fetches the initial delivery from Merchandising Server and installs it. The Receiver icon is present in the menubar.
12. Click **Close**.

Installing Receiver Updater for Mac from Outside Your Firewall

Users can install Citrix Receiver Updater 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 Updater 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 Updater application into a single file using the Citrix Updater 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.) For additional information, see [Creating the External Download File with Citrix Receiver Updater Packager for Mac](#).
- Create your download web page from the supplied template, link it to the output file created by the Receiver Updater Packager utility, and deploy the external web page on your web server. See [Creating the External Citrix Receiver Download Web Page](#).

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

The Citrix Receiver Updater Packager for Mac utility and can be downloaded from citrix.com. You can download the latest Citrix secure access plug-in and Receiver Updater 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 Updater for Mac on a Mac inside your firewall. Once configured and running on a Mac desktop, use the Citrix Receiver Updater 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 Updater 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 Tokens for Anonymous Deliveries](#)), 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 Updater 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.

Software Development Kit

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