

Installation of Citrix Receiver on Mac Catalina

If you are getting below error. please follow the below steps for solving this issue.



Downloading and Installing the Citrix Receiver

- 1. Go to https://www.citrix.com/downloads/citrix-receiver/mac/receiver-for-mac-latest.html
- 2. Click on Download Receiver.



De https://www.citrix.com/downloads/citrix-recei recei 🔎 👻 🔒 🖒 🎯 Receiver 12.9.1 for Mac - Ci... 🗙 Edit View Favorites Tools Help 🝘 Web Slice Gallery (2) 🔻 🖉 Web Slice Gallery 🔻 📘 Suggested Sites 👻 📋 Citrix_Servers_HealthCheck 📋 HC Receiver 12.9.1 for Mac Release Date: May 2, 2018 Select a product... V or Important update about Citrix Receiver Search Downloads Q Beginning August 2018, Citrix Receiver will be replaced by Citrix Workspace app. While you can still download older versions of Citrix Receiver, new features and enhancements will be released for Citrix Workspace app. Citrix Workspace app is a new client from Citrix that works similar to Citrix Receiver and is fully backward-compatible with your organization's Citrix infrastructure. Citrix Workspace app provides the full capabilities of Citrix Receiver, as well as new capabilities based on your organization's Citrix deployment. Product Documentation 12 Citrix Workspace app is built on Citrix Receiver technology, and is fully backward compatible with all Citrix solutions. Knowledge Center 🛽 For more information, please visit the Workspace app FAQ page 12 Support Forums 🗹

3. Click on Download Receiver 12.9.1 for Mac.

Receiver 12.9.1 for Mac

Release Date: May 2, 2018

Important update about Citrix Receiver

Beginning August 2018, Citrix Receiver will be replaced by Citrix Workspace app. While you can still download older versions of Citrix Receiver, new features and enhancements will be released for Citrix Workspace app.

Citrix Workspace app is a new client from Citrix that works similar to Citrix Receiver and is fully backward-compatible with your organization's Citrix infrastructure. Citrix Workspace app provides the full capabilities of Citrix Receiver, as well as new capabilities based on your organization's Citrix deployment.

Citrix Workspace app is built on Citrix Receiver technology, and is fully backward compatible with all Citrix solutions.

For more information, please visit the Workspace app FAQ page 🗹

Compatible with Mac OS 10.11, 10.12, 10.13

Download Receiver for Mac

(49.8 MB - .dmg)



4. Popup will appear to save the Receiver file, save it.

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		How do I get started after Receiver is installed?	
		Where can I find previous versions of Receiver?	
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	Clock.comst Terms of Usest Privacyst Governancest Employee Loginst	© 1999-2014 Citrix Systems, inc. All Rights Reserved	0.

5. On a Mac computer, the .dmg file appears as below, click on downloaded file (CitrixReceiverWeb.dmg).





6. When prompted, click on Install Citrix Receiver.







7. Click on Continue to start the installation.



8. Accept the License agreement by clicking continue.

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	Software License Agreement	
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ense	CITRIX LICENSE AGREEMENT	
ination Select	Use of this Citrix Receiver software is subject to the Citrix license	
allation Type	covering the specific edition of the Citrix product with which you will be using this software. Your use of Citrix Receiver is limited to use on the	
allation	devices for which it was created for connection to the Citrix product(s).	
nmary	Certain third-party software may be provided with this software that is subject to separate license conditions. The licenses are located in the third-party licenses file accompanying this component or in the corresponding license files available at www.citrix.com.	
	Citrix and Citrix Receiver are trademarks and/or registered trademarks of Citrix Systems, Inc. in the U.S. and other countries.	

9. Click on Agree.

of the software license agree	ement.
Click Agree to continue or clic and quit the Installer.	k Disagree to cancel the installation

10. Put your Device's Username & Password and Click on Install Software.

DMC Leading. Health. Care. Detroit Medical Center
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	your passw	ord to allow this.				
Landaman	Username:	ISG				
	Password:	••••••				

11. Click on Continue. (Please don't click on Add Account)



12. Installation completed now, Click on Close.



Accessing Application/Desktop from Citrix Receiver.

 Open Safari Browser and access URL https://demicitrix.etenet.com/Citrix/MacWeb



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			DMC Application Portal		
		User name:	1.		
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			Log On		
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- 2. Provide details below as indicated below.
 - A. User name put your user name in this field.
 - B. Password Put your password in this field.
 - C. After putting user name and password, click on Log on.



Edit View Favorites Tools Help Web Slice Gallery (2) • (3) Web Slice Gallery • (5) Suggested Sites	Citrix_Servers_HealthCheck	нс
	-	DMC Application Portal
	User name:	
tonat	Password:	
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3. You will get below screen when you are logged in, Click on Play tab to launch.



Application Portal





4 Once on the desktop you will get a popup.. Click ok.



5 You will get another popup.. asking you to login



Please I	og on
Domain\User:	DMCNT1\xxxxx
Password:	•••••
Password:	•••••

Please enter username and password in (dmcnt1\yourusername) And click logon.

Troubleshooting Steps, If Application/Desktop does not launch.

1. Open Safari Browser.





2. Access Citrix.dmc.org from Safari Browser.



3. You get a pop-up as below, always click on Trust for Citrix.





4. If you don't get above pop-up then Click on Safari Tab.





5. Click on Preferences Tab.



6. Click on Security Tab.





7. Click on Plug-in settings

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8. Allow Citrix website as below and Click on Done.





9. Issue must be fixed after making above settings. If not, Please contact Helpdesk.



Frequently asked Question and Answers (Q&A)

- Q1 Why should we follow above steps in installing Citrix receiver?
- Ans We use above steps to avoid errors and confusions.
- Q2 What is the requirement of Citrix Receiver on Mac.?

Ans - Citrix Receiver is a component that needs to be installed to access Citrix Applications and Desktops from a Mac device, without installing receiver you won't be able to access.

Q3 - What is the need of Device's User name and Password?

Ans - You must enter the name and password of an administrator to verify that you are a user with administrator privileges.

Q4 – Which version of Receiver is being downloaded/Installed in above SOP?

Ans – We will Download/Install latest Citrix Receiver version.

Q5 - What is .dmg file?

Ans – It's an extension name for Citrix Receiver of Mac.