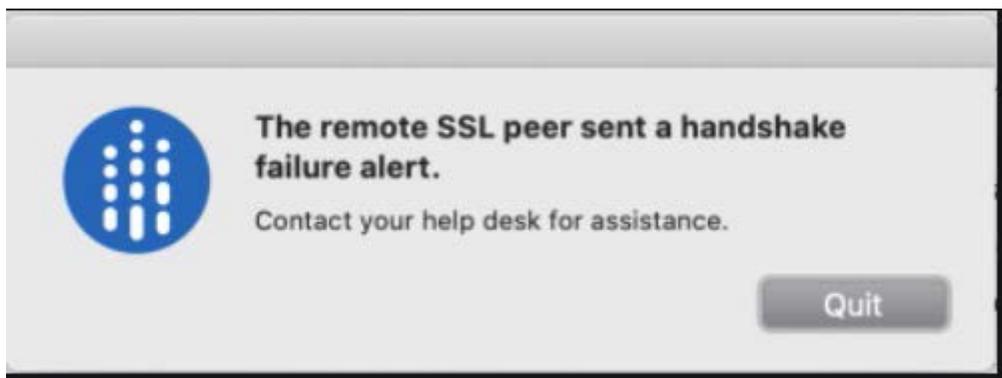


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# *Installation of Citrix Receiver on Mac Catalina*

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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.



https://www.citrix.com/downloads/citrix-receiver/mac/receiver-12.9.1-for-mac... Receiver 12.9.1 for Mac - Citrix

Find Downloads

Select a product... or Search Downloads

Support Resources

- Product Documentation
- Knowledge Center
- Support Forums

## 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](#)

### 3. Click on Download Receiver 12.9.1 for Mac.

## Receiver 12.9.1 for Mac

Release Date: May 2, 2018

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#### Compatible with

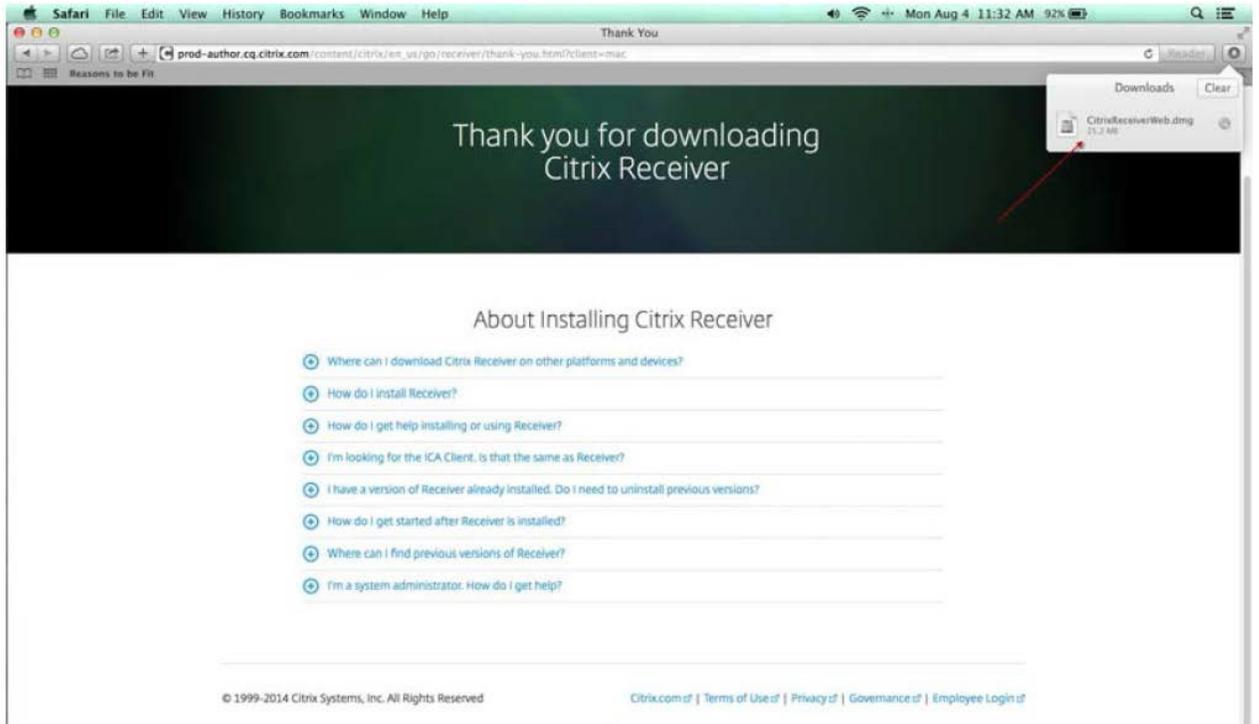
Mac OS 10.11, 10.12, 10.13

[Download Receiver for Mac](#)

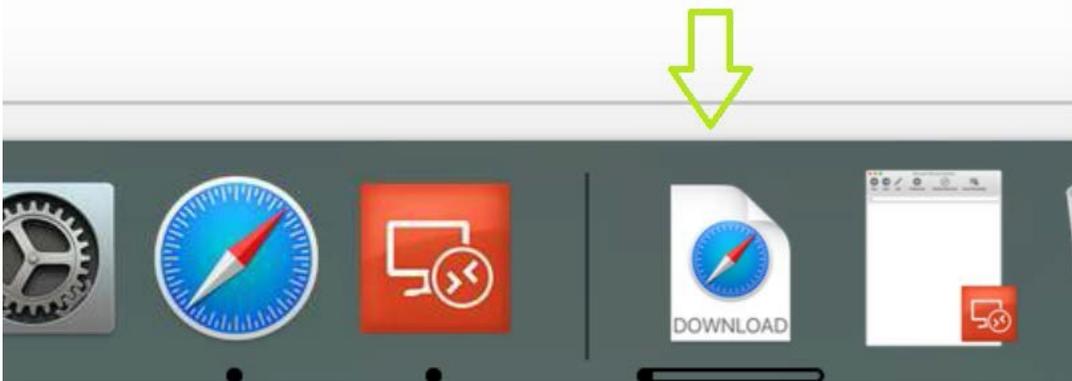
(49.8 MB - .dmg)



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



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.

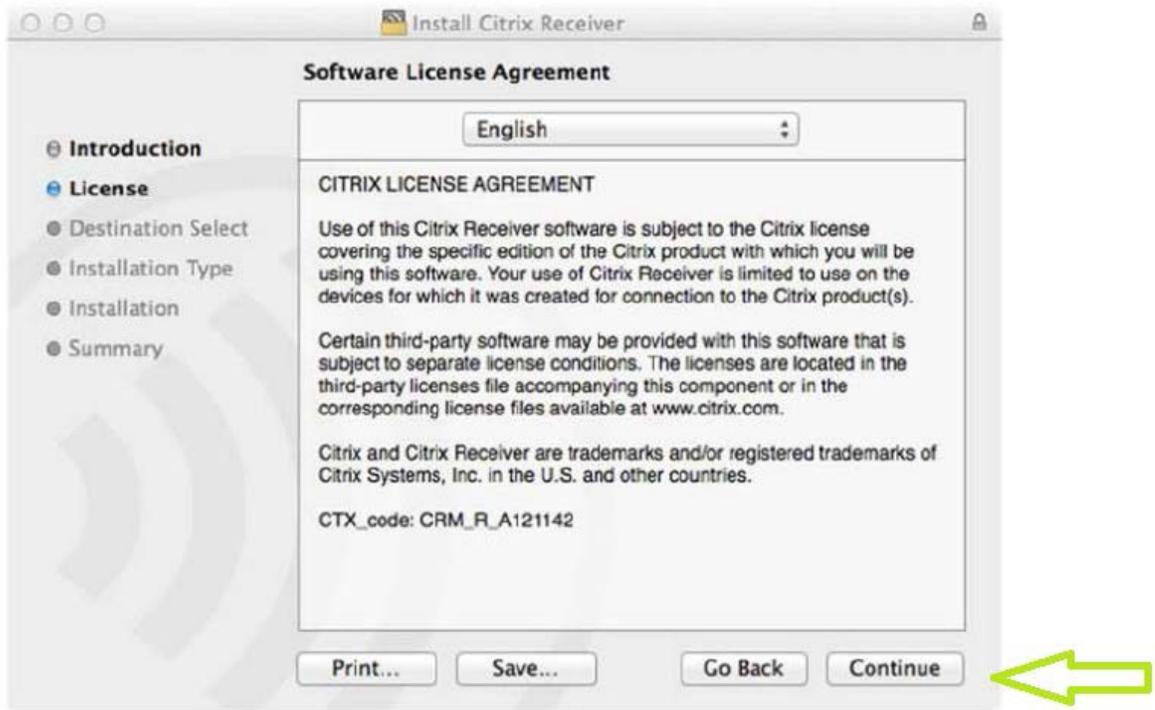




7. Click on Continue to start the installation.



8. Accept the License agreement by clicking continue.



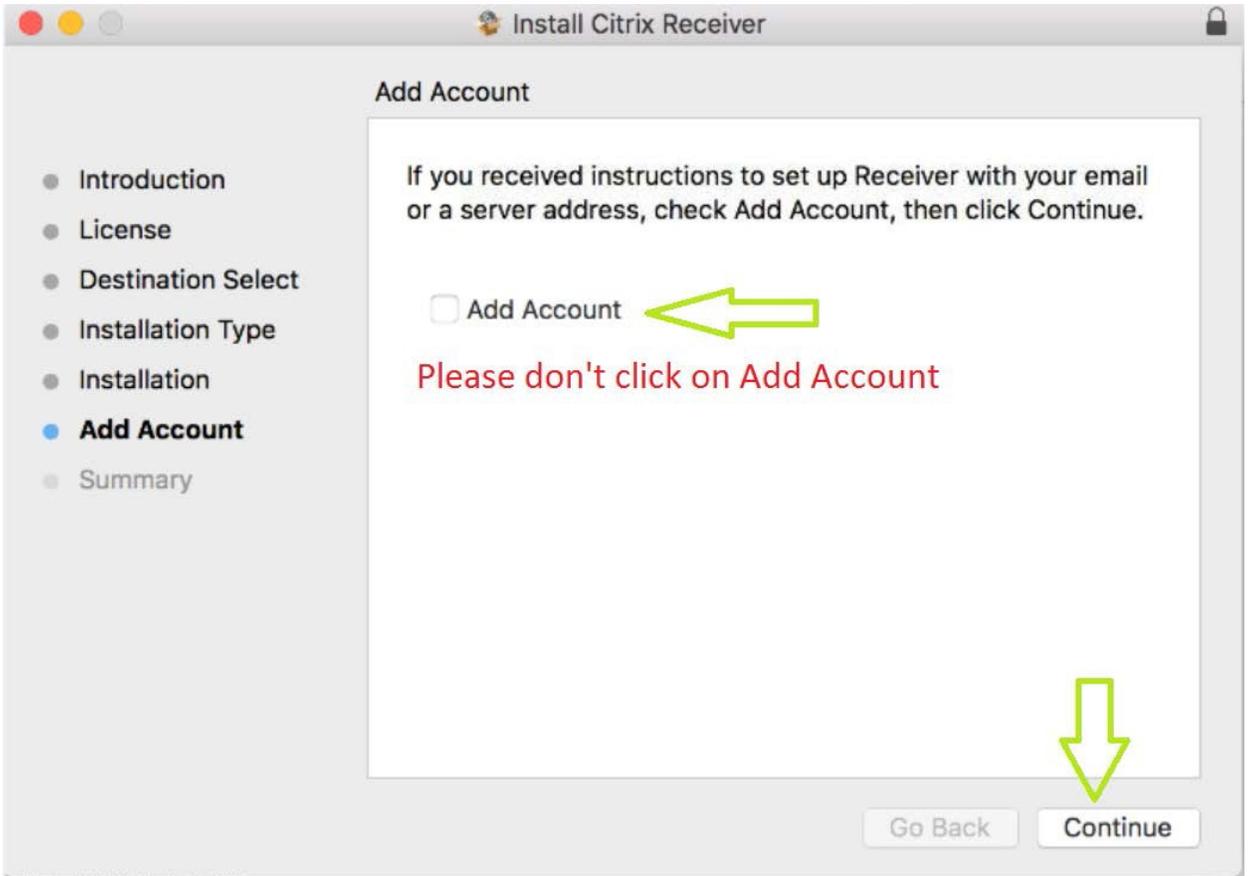
9. Click on Agree.



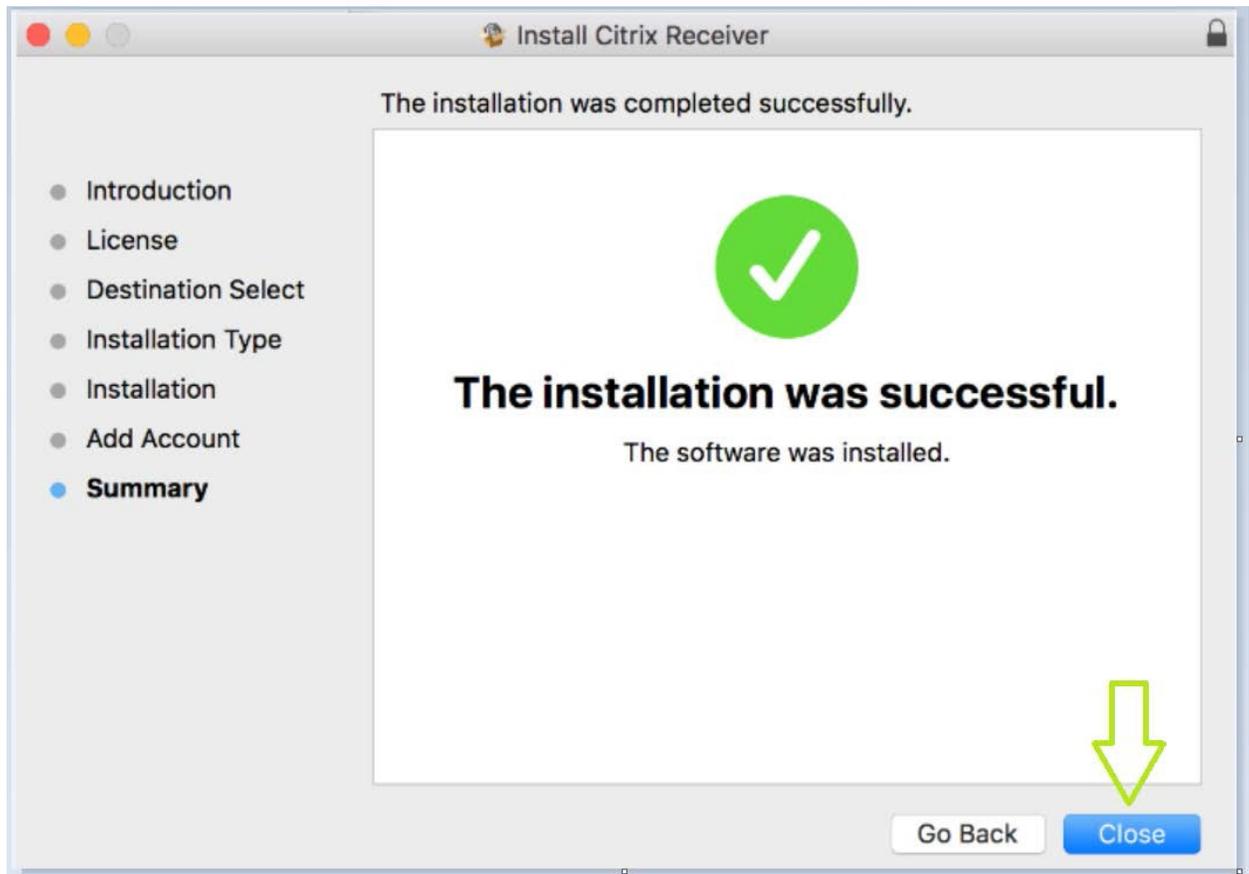
10. Put your Device's Username & Password and Click on Install Software.



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

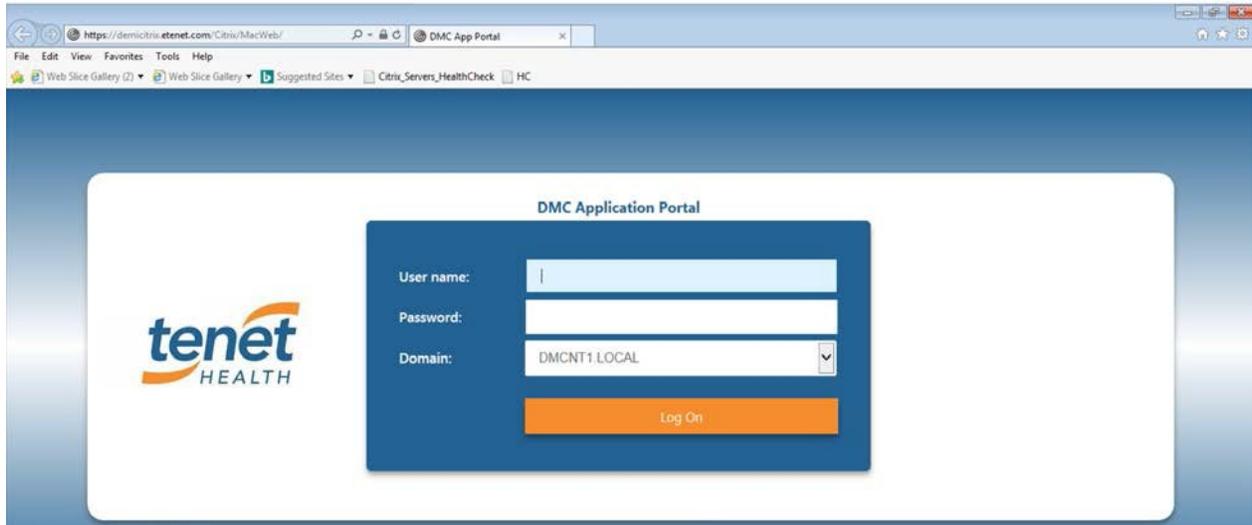


12. Installation completed now, Click on Close.

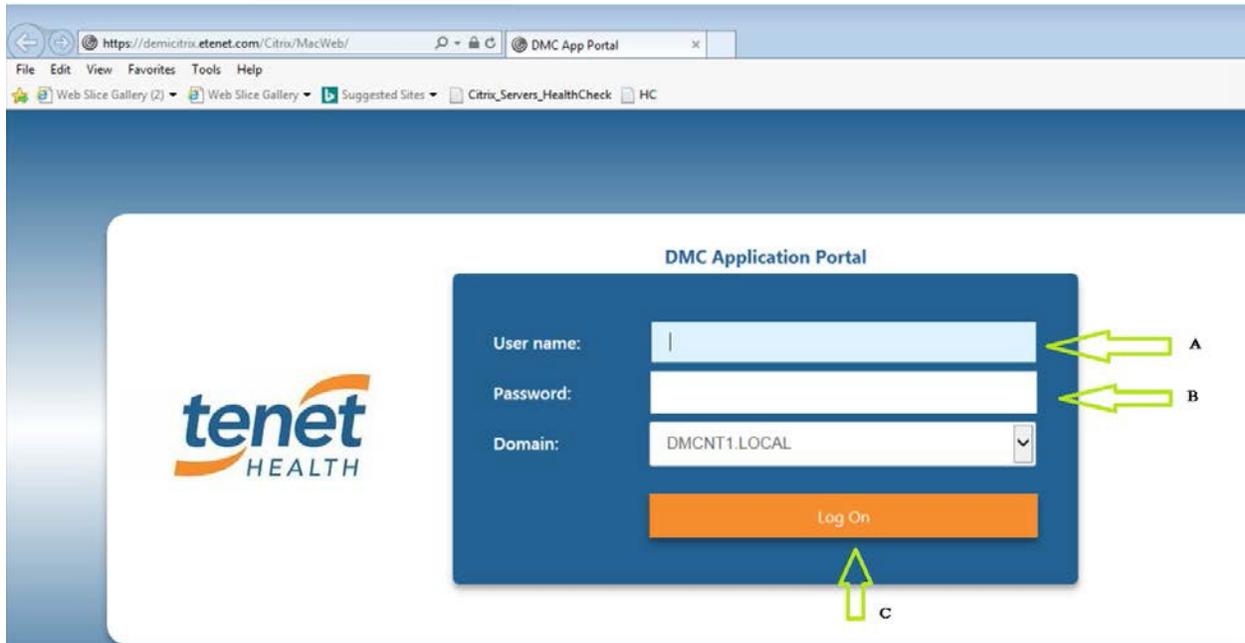


**Accessing Application/Desktop from Citrix Receiver.**

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

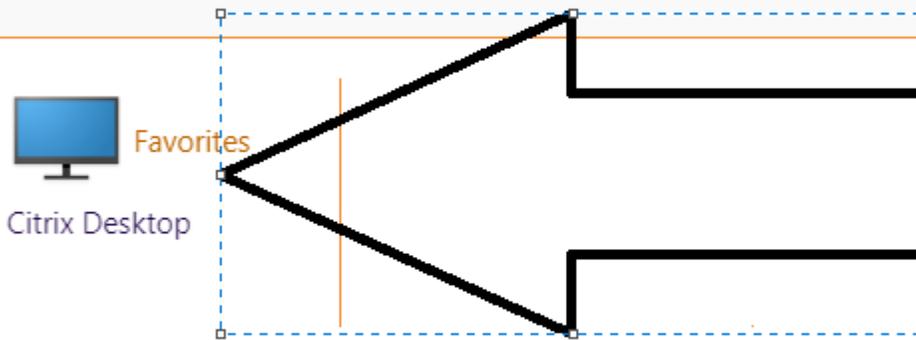


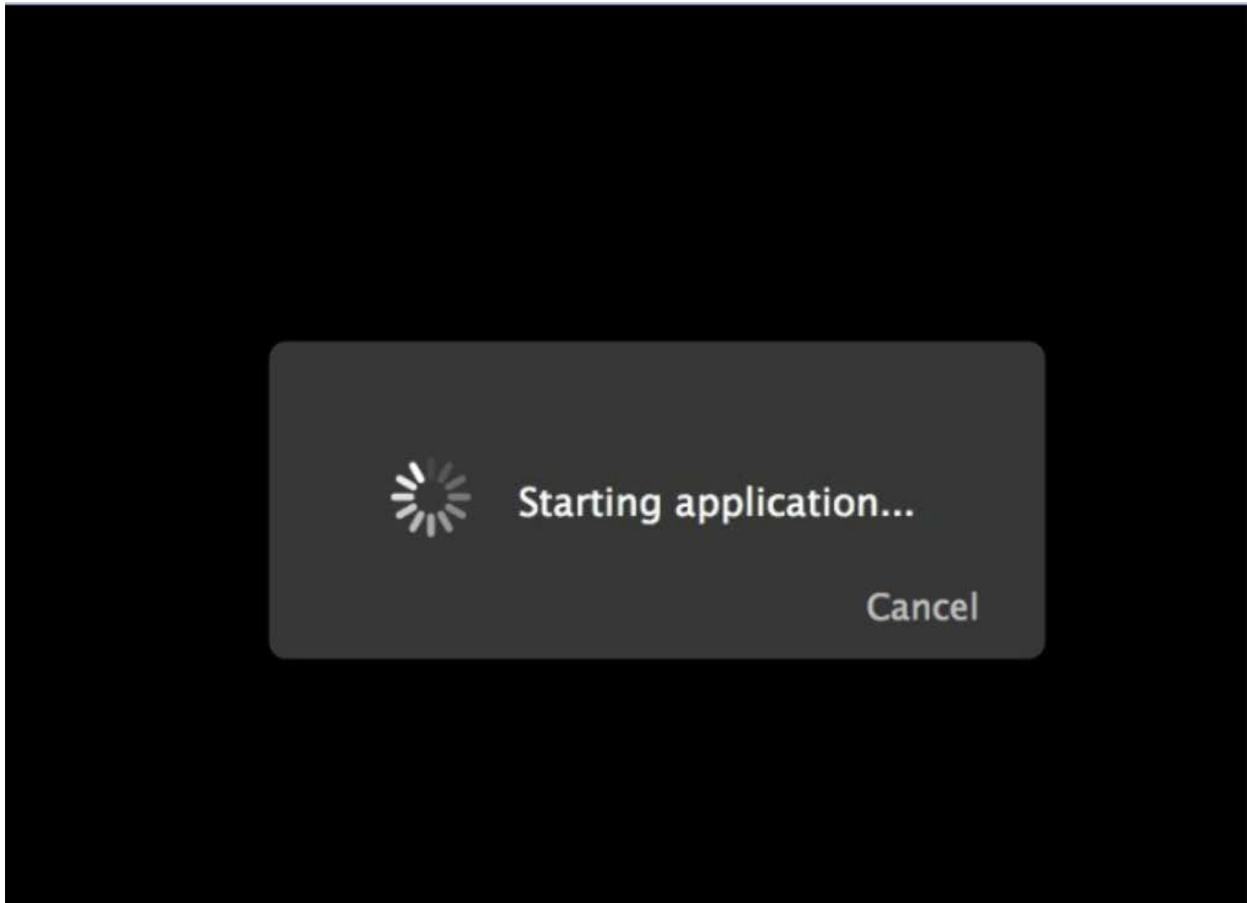
2. Provide details below as indicated below.
  - A. *User name – put your user name in this field.*
  - B. *Password – Put your password in this field.*
  - C. *After putting user name and password, click on Log on.*



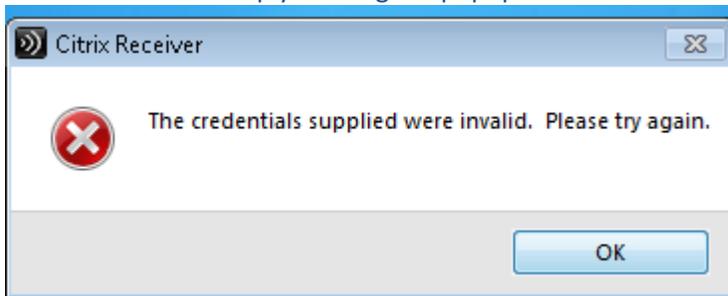
3. You will get below screen when you are logged in, Click on Play tab to launch.

## Application Portal





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



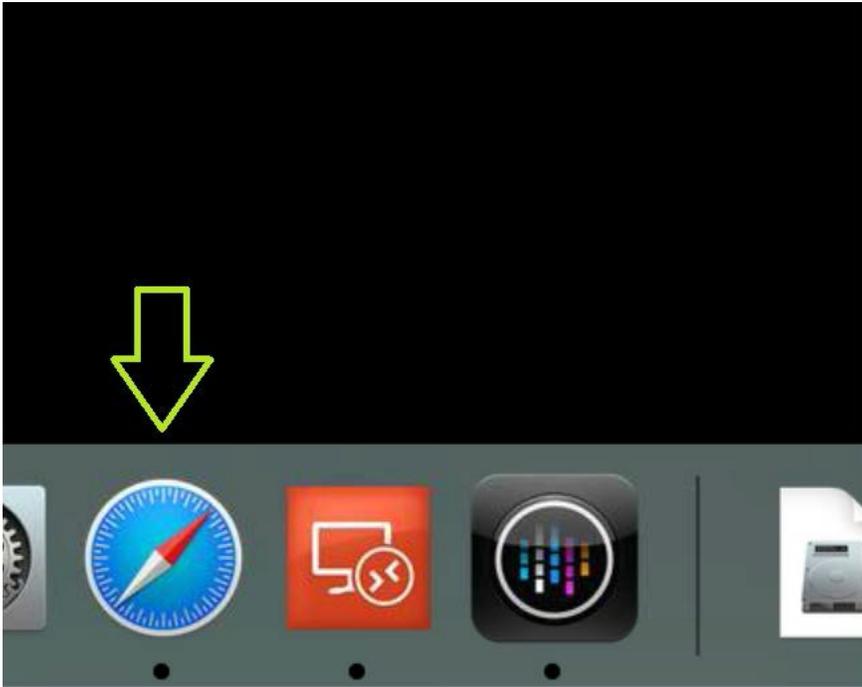
5 You will get another popup.. asking you to login



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

**Troubleshooting Steps, If Application/Desktop does not launch.**

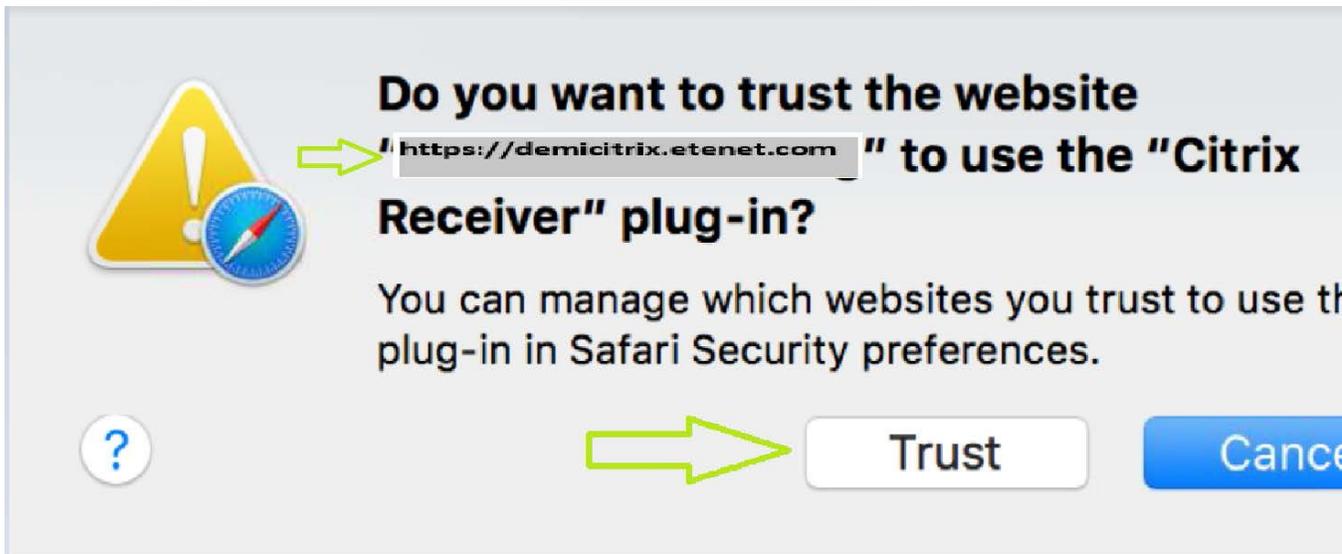
1. Open Safari Browser.



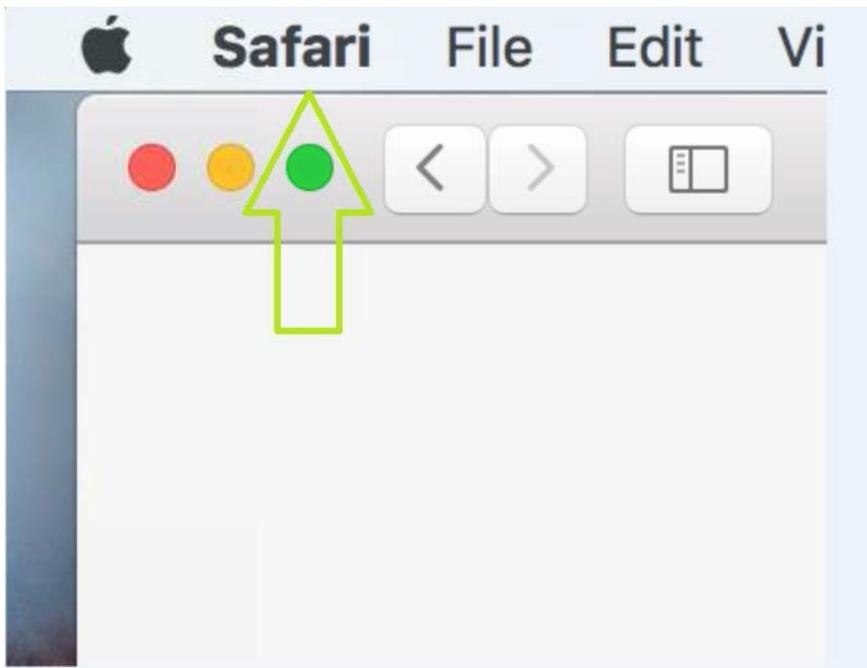
2. Access Citrix.dmc.org from Safari Browser.



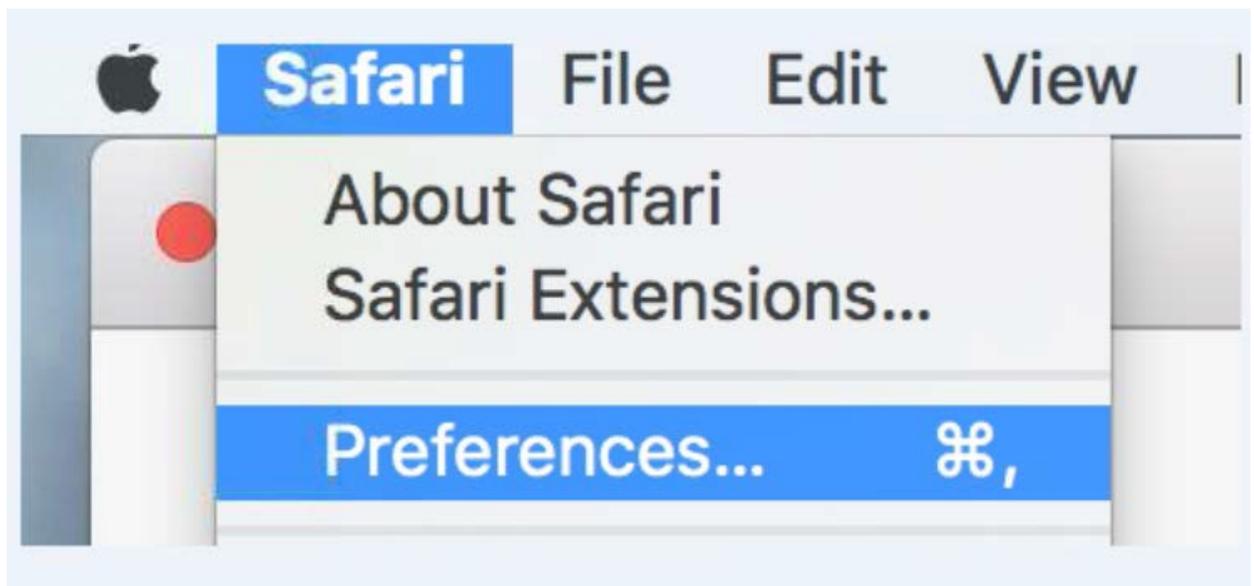
3. You get a pop-up as below, always click on Trust for Citrix.



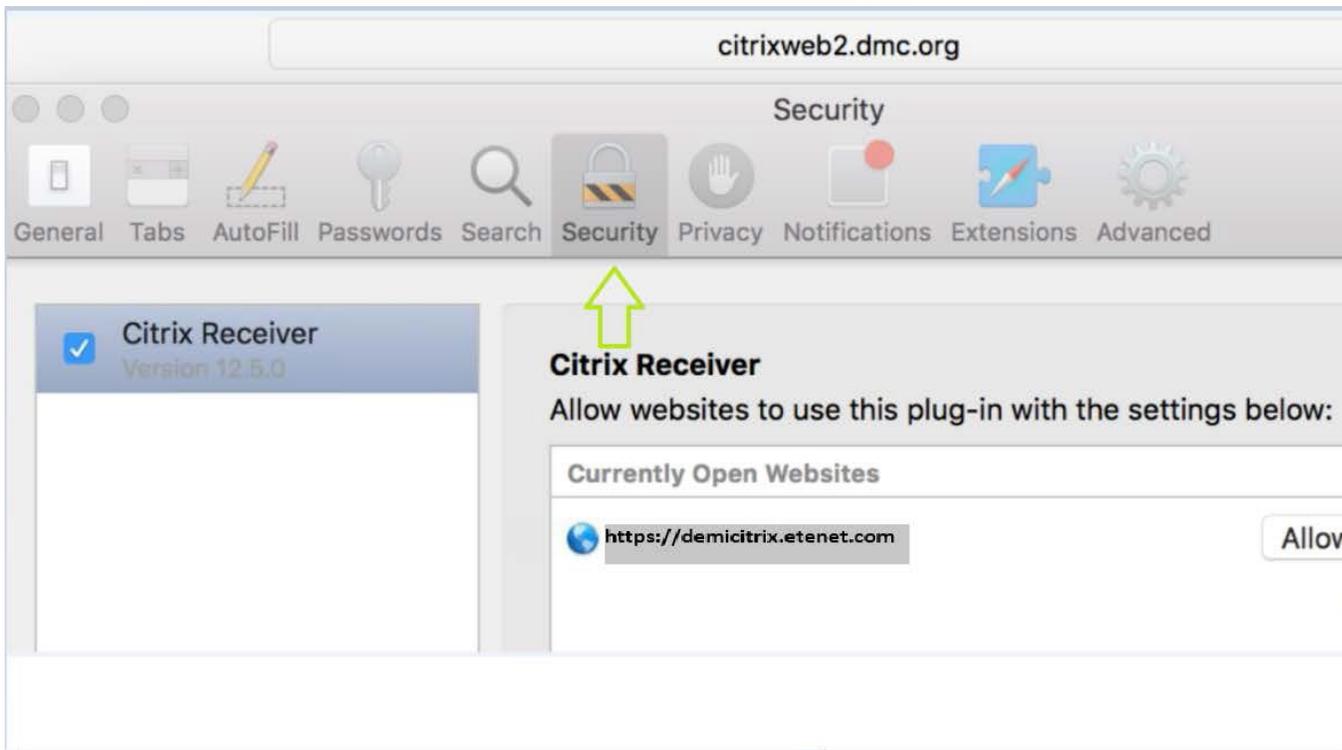
- 4. If you don't get above pop-up then Click on Safari Tab.



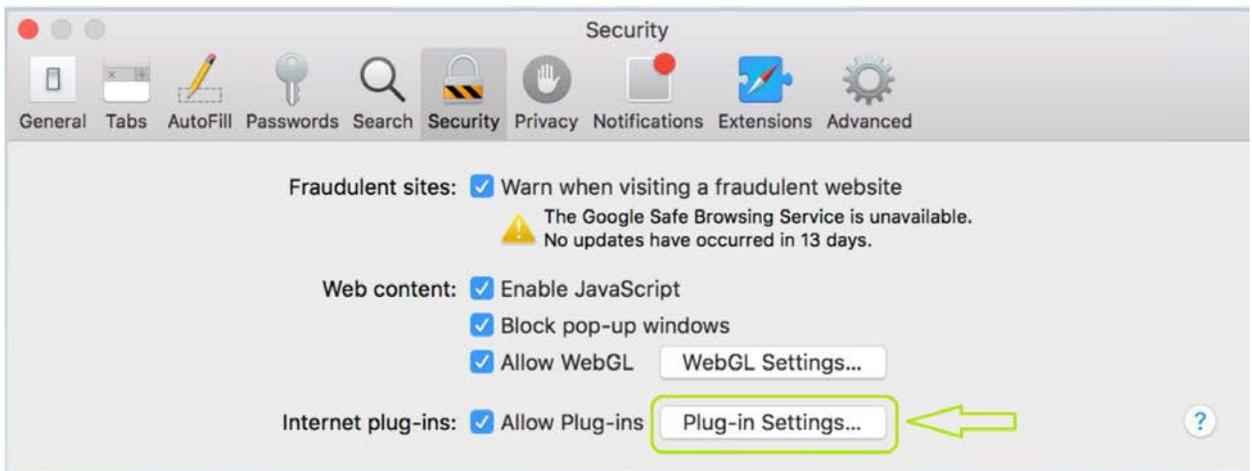
5. Click on Preferences Tab.



6. Click on Security Tab.

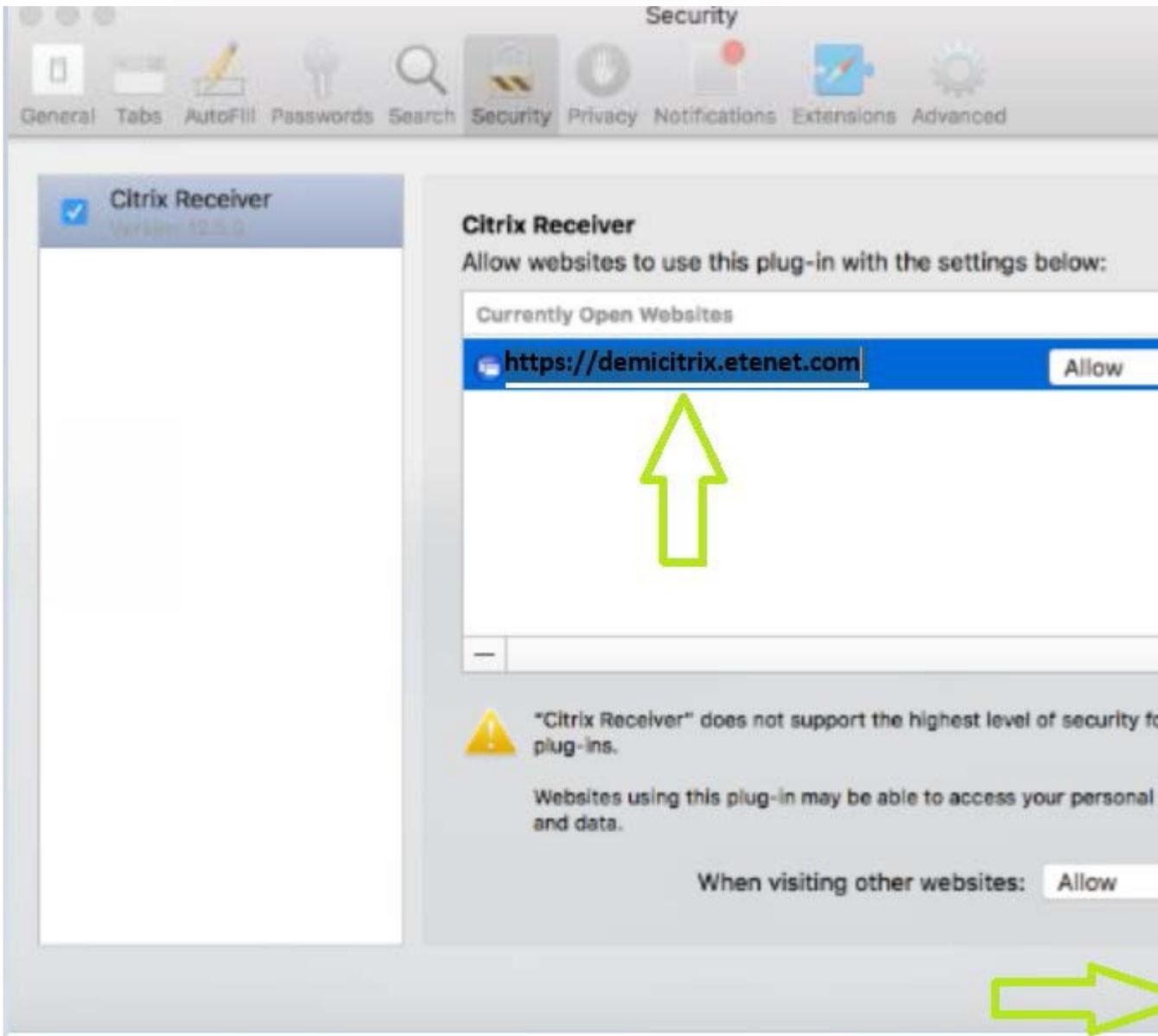


7. Click on Plug-in settings



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

The image shows a browser's Security settings page for the Citrix Receiver extension. The top navigation bar includes tabs for General, Tabs, AutoFill, Passwords, Search, Security (selected), Privacy, Notifications, Extensions, and Advanced. On the left, the Citrix Receiver extension is listed with a checkmark and version 32.5.0. The main area is titled "Citrix Receiver" and contains the instruction "Allow websites to use this plug-in with the settings below:". Under the "Currently Open Websites" section, a single entry for "https://demicitrix.etenet.com" is shown with an "Allow" button. A large green arrow points to this entry. Below the list, a warning icon and text state: "Citrix Receiver does not support the highest level of security for plug-ins. Websites using this plug-in may be able to access your personal information and data." At the bottom, the "When visiting other websites:" setting is set to "Allow".



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.