Receiver for Mac 11.4 FAQ
Frequently Asked Questions
Table of Contents

QUESTIONS AT A GLANCE .................................................................................. 3
RECEIVER FOR WINDOWS 3.0............................................................................. 4
UPGRADING........................................................................................................... 6
Questions at a glance

Why Receiver for Mac 11.4? ................................................................. 4
What are the benefits of using Receiver 11.4 with XenApp, XenDesktop, or Cloud Gateway? ................................................................. 4
How do I download Receiver for Mac 11.4? .................................................. 5
Will Receiver for Mac 11.4 be available on the Mac App Store? .................. 5
Which servers support Receiver for Mac 11.4? ............................................. 5
Which versions of Mac OS X are supported? ............................................... 5
Will Citrix provide support for customers who continue to use Citrix Receiver for Mac 11.2 or 11.3? ................................................................. 5
Will Receiver for Mac 11.2 or 11.3 remain available? .................................. 5
How can I obtain Receiver for Mac 11.4? ................................................... 6
Are there more than one type of installer? .................................................. 6
How do I enable self-service to applications and desktops from anywhere? .... 6
Which Citrix plug-ins can be used with Receiver for Mac .......................... 6
Does Receiver for Mac provide a Desktop Viewer? .................................... 6
How do I upgrade my existing XenApp or XenDesktop environment to Receiver for Mac 11.4? ................................................................. 6
Receiver for Mac 11.4

Why Receiver for Mac 11.4?

Citrix Receiver gives today’s increasingly mobile workforce fast, simple and on-demand access to virtual desktops, enterprise applications, and IT services from any device they choose by:

- Enabling the delivery of business applications to any user on any device
- Ensuring secure access and complete IT control and visibility
- Allowing users simple, self-service access to Windows, web and SaaS applications

Receiver for Mac 11.4 provides:

- Anytime, anywhere access from any Mac - You can edit presentations, connect to your Windows 7 desktop from a Mac, run any Windows, web or SaaS application, or virtual desktop, with complete control over security, performance and user experience, with no need to own or manage the physical device or its location.
- Self-service IT - Users have simple and intuitive self-service access to a full catalog of desktops, applications, IT and business services from a personalized enterprise storefront that requires no IT assistance. Self-service enables Bring Your Own (BYO) programs.

What are the benefits of using Receiver 11.4 with XenApp, XenDesktop, or Cloud Gateway?

Citrix Receiver for Mac 11.4 provides the following new features and enhancements:

- Support for Mac OS X 10.7 (Lion)
- Secure, remote access through both Access Gateway and Secure Gateway
- Direct access to applications and desktops when connected on an internal network
- True multi-monitor support
- Bi-directional audio support
- Communicator and other audio playback
- Automatic configuration of multiple devices using a Store URL
- Support for saved passwords
- Improved printing support
- Improved HDX video performance
- Support for Subject Alternative Name (SAN) certificates

See Citrix eDocs for details.
How do I download Receiver for Mac 11.4?

You can download Receiver for Mac from Citrix.com using the Client Center.

Will Receiver for Mac 11.4 be available on the Mac App Store?

Because of its advanced functionality Receiver for Mac is only be available through Citrix.com.

Apple policies restrict App Store applications from the kind of interactions with the operating system that Receiver requires to provide the best possible user experience.

Which servers support Receiver for Mac 11.4?

- Web Interface 5.x for Windows with a XenApp Services or XenDesktop Web site
- Web Interface on Netscaler (requires rewrite policies)
- Citrix XenApp 6.5 for Windows Server 2008
- Citrix XenApp 6 for Windows Server 2008 R2
- Citrix XenApp 5 for Windows Server 2008
- Citrix XenApp 5 for Windows Server 2003
- XenDesktop (any of the following products):
  - XenDesktop 5.5
  - XenDesktop 5
  - XenDesktop 4
  - Delivery Services 1.0
  - Merchandising Server 2.x

Which versions of Mac OS X are supported?

- Mac OS X 7
- Mac OS X 10.6, 32-bit or 64-bit

Will Citrix provide support for customers who continue to use Citrix Receiver for Mac 11.2 or 11.3?

Yes. Citrix provides various supported products and components that are not directly for sale, typically in the form of Service Packs, Hot Fixes, and Components (client software, Web Interface, and Secure Gateway are examples of these types of products). When an updated version of these products is released, it supersedes the previous versions, unless otherwise noted by Citrix. In the case of Receiver for Mac 11.4, Citrix supports previous versions 11.2 and 11.3 of the product but maintenance occurs only on the most recent version. To resolve specific issues, Citrix may require upgrading to the latest product version. Functionality in previous product versions is not modified, enhanced, or altered once an updated version is available.

Will Receiver for Mac 11.2 or 11.3 remain available?

Receiver for Mac 11.2 will be listed in the Legacy Client Section on Citrix.com
Receiver for Mac 11.3 will no longer be available from the Mac App Store.
How can I obtain Receiver for Mac 11.4?
Receiver for Mac 11.4 can be installed from Web Interface, using ESD tools, downloaded from Citrix.com, or by using Receiver Updater for Mac with Merchandising Server.

Are there more than one type of installer?
Receiver for 11.4 provides a single DMG installer which can be installed either from Web Interface or manually by the user. See Citrix eDocs for specifics.

How do I enable self-service to applications and desktops from anywhere?
Receiver for Mac 11.4 can be used for Web Access to applications and desktops with NO configuration at all. Alternatively, Receiver for Mac 11.4 can be configured for self-service access to applications and desktops with native OS integration of applications by manually configuring account details or by clicking on a Mac Setup URL that IT prepares. IT can prepare a Setup URL using the Citrix Receiver for Mac Setup URL Generator from http://community.citrix.com/MacReceiverSetupUrlGenerator/

Which Citrix plug-ins can be used with Receiver for Mac

- Secure access plug-in

Does Receiver for Mac provide a Desktop Viewer?
When you open a virtual desktop using Receiver for Mac, it can be configured to provide a Desktop Viewer.

Upgrading

How do I upgrade my existing XenApp or XenDesktop environment to Receiver for Mac 11.4?
Existing customers should use the My Citrix portal to download the Receiver for Mac 11.4 software. The download requires administrator rights to install and can be installed in any of the following ways:

- Automatically from Web Interface
- By the user
- Using an Electronic Software Distribution (ESD) tool