

To: *Mac users connecting to the Citrix system*

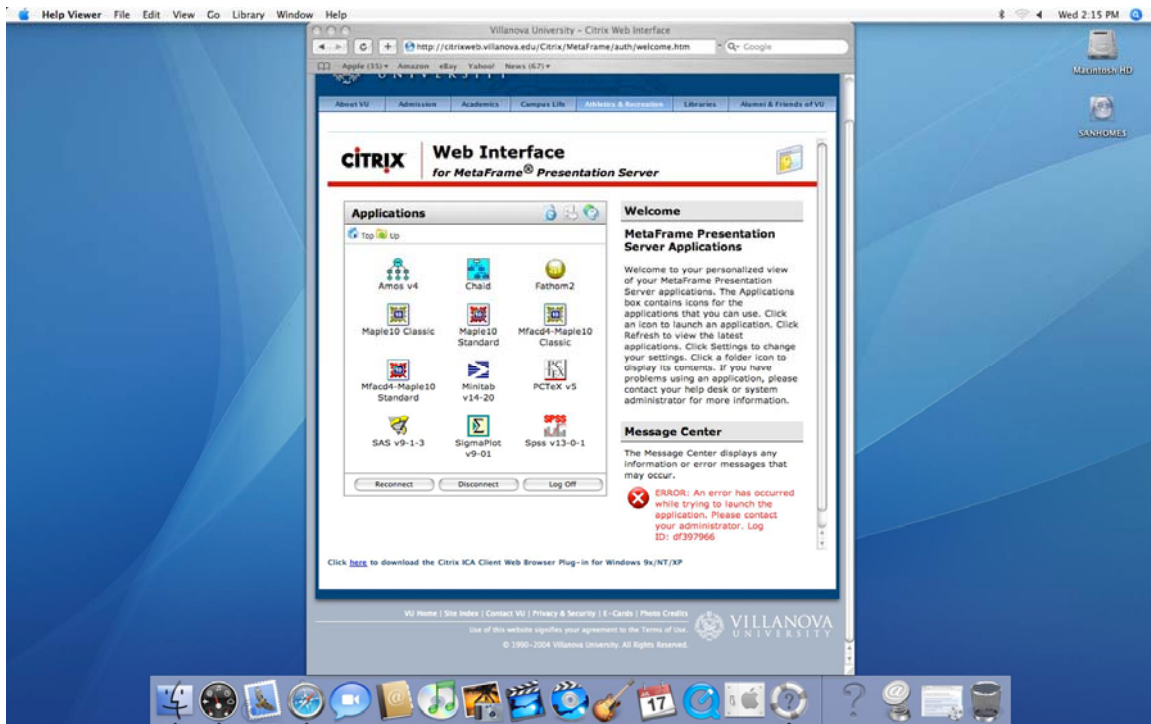
Re: Using the Citrix Client for Macs to run applications from fas.edu

We discuss the problem, the solution, and the recommendations for successfully running an application from the Citrix system when connecting from a Mac computer.

Problem description:

A few of our Mac users reported the following error when attempting to run an application from fas.edu: “Error: An error has occurred while trying to launch the application. Please contact your administrator. Log ID: xxxxxxxx”

The screen shot below displays the error message within the Citrix Message Center in the lower right-hand portion of the web browser . . .



The problem is a conflict between the Citrix client and the “Safari” web browser.

Solution:

Use another web browser. We tested “Internet Explorer for Macs” and “Firefox”. Please see the information below for how to successfully run a Citrix application from your Mac computer.

Recommendations:

For our testing, we used the components noted below.

Components:

The **Operating System:** OSx v10.3.9 (“Panther”)

The **Citrix Client:** also known as “MetaFrame Presentation Server Client for Macintosh”, we tested the client version 7.00.406.

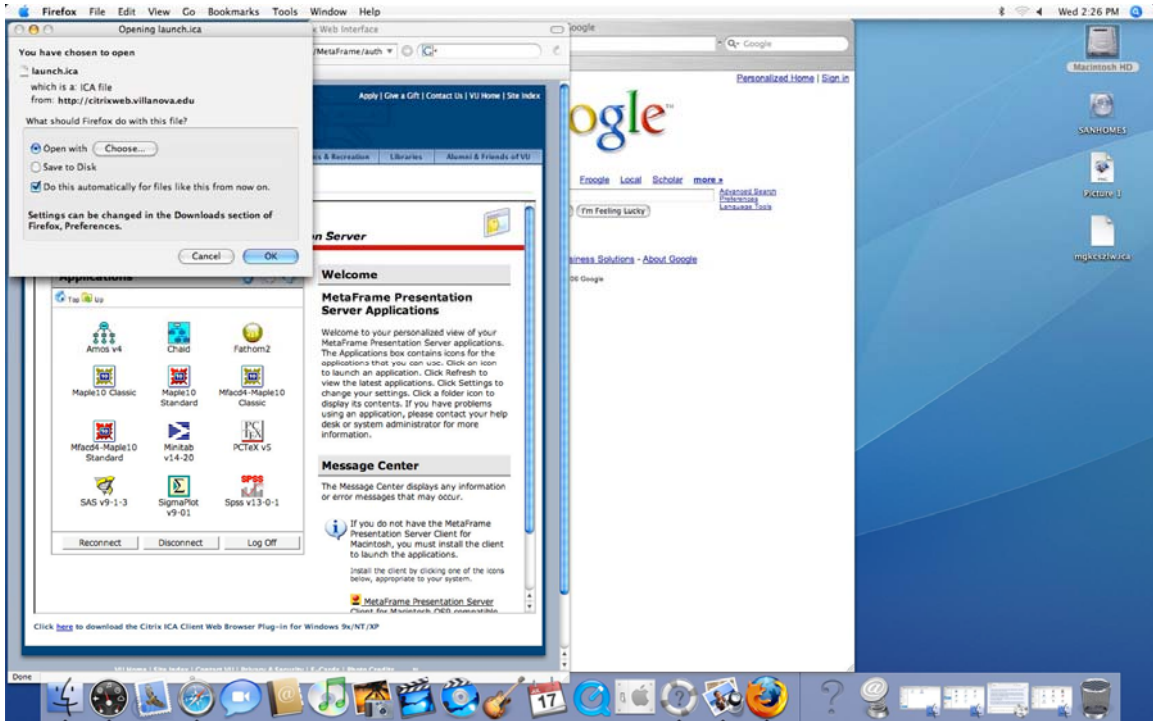
The **Recommended Web Browsers:** Firefox and Internet Explorer for Macs

We also tested our recommendations with OSx v10.4.3 (“Tiger”) and MetaFrame Presentation Server Client for Macintosh v7.00.407.

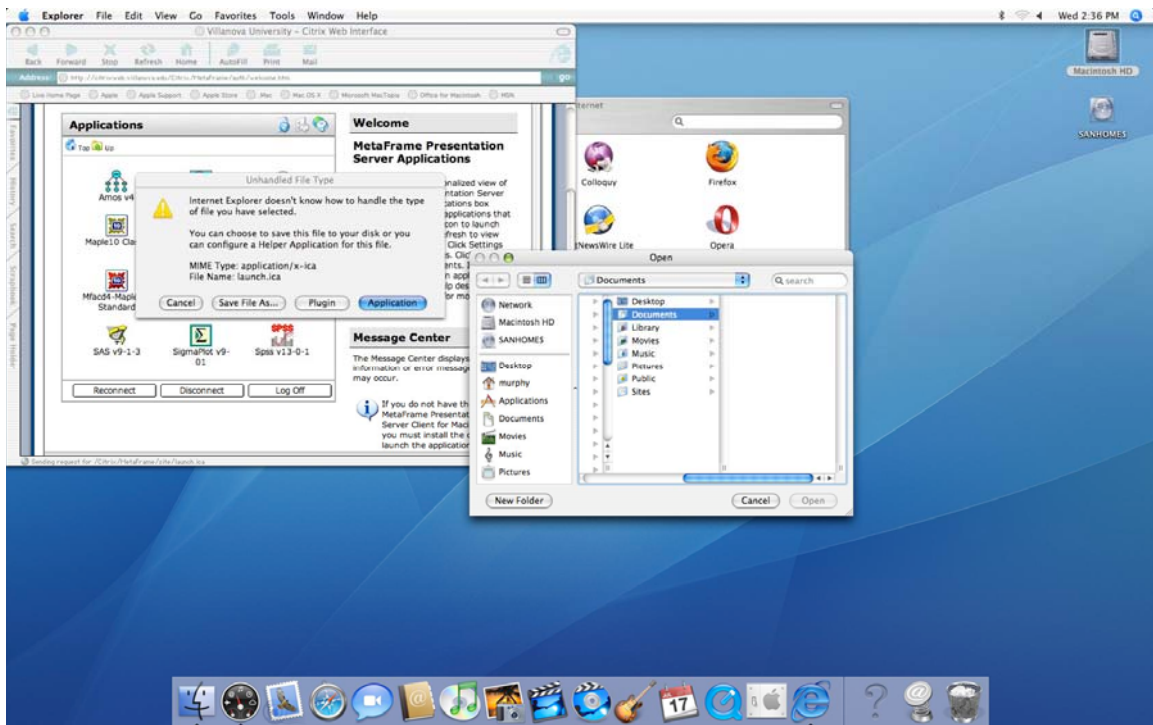
How to pull it all together . . .

1. Use the Safari web browser to download one of the recommended web browsers.
2. Use the recommended web browser to download and install the citrix client. Connect to <http://www.citrix.com> and click on Downloads, then Clients. You will find a Macintosh section. (Please remember where you are installing the citrix client . . . in one of the steps below, you will have to associate the citrix client program with the “launch” file that comes from the FAS Citrix server.)
3. Use the recommended web browser to connect to the Citrix system at nfuse.fas.edu
4. Logon to the Citrix system with your FAS userID and password.
5. Traverse the Citrix folders to locate your desired application (e.g., Staff Desktop)
6. Click on the desired application. This will automatically generate and download a “launch” file from the FAS Citrix server. Your web browser will then ask you to associate this “launch” file with your Citrix Client program. We have provided a screen shot below for each of our recommended web browsers.

For the *Firefox* web browser . . . see the settings below and select the Choose button.



For the *Internet Explorer for Macs* web browser . . . select the Application button.



After you click on the appropriate button noted above, you can associate the “launch” file with the Citrix Client on your Mac machine. Traverse your directory structure to find and select the citrix client program, which is represented by the following icon:



This association task must be done only once. It will be remembered by the Mac machine. Thereafter, whenever you click on an application, the application program will be automatically invoked from the FAS Citrix system without the need for the file association steps noted above.

We anticipate that the conflict between the Safari web browser and the Citrix Client for Macs will be resolved soon. Until the problem is resolved, please use the work-around noted above.

Thanks!

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