

ATTENTION MAC USERS

August 28, 2009

- * The New Citrix Client (version 11) will not work for our system on the Mac.
- * If you installed version 11 you will need to uninstall it and reload version 10 from a specific download site.

Installing Citrix Client for the *first time on a Mac.*

- Do not install Citrix Client version 11 from the Citrix web site. Go to www.versiontracker.com/dyn/moreinfo/macosx/15641 for **Citrix ICA Client - 10.00.603**
- After installation go to <https://sg.3villagecsd.k12.ny.us>
- Login and select the application needed. You may have to click launch if the download box appears.

Installing Citrix if Citrix Client application version 11 *was already installed*

There is a problem with the Citrix Client application version 11 with the Mac operating system. It is necessary that the Citrix client be totally removed and replaced with the old client downloaded from www.versiontracker.com (see below)

- Open Finder
- Delete Citrix Dazzle from Applications
- Delete Citrix online plug-in and Dock application from ***Username*/Library/applicationsupport/Citrix**
- Delete the Citrix ICA client folder and “com.Citrix.Citrix_Dazzle.plist” from the library folder in ***Username*/library/preferences**
- Delete the Citrix ICA client plug-in.plugin file from /Library/Internet plugins folder and the Citrix online “plug-in.prefpane” file from /Library/preferencepanes folder
- Restart
- Install **Citrix ICA Client - 10.00.603** from this web site www.versiontracker.com/dyn/moreinfo/macosx/15641
- After installation go to <https://sg.3villagecsd.k12.ny.us>
- Login and select the application needed. You may have to click launch if the download box appears.