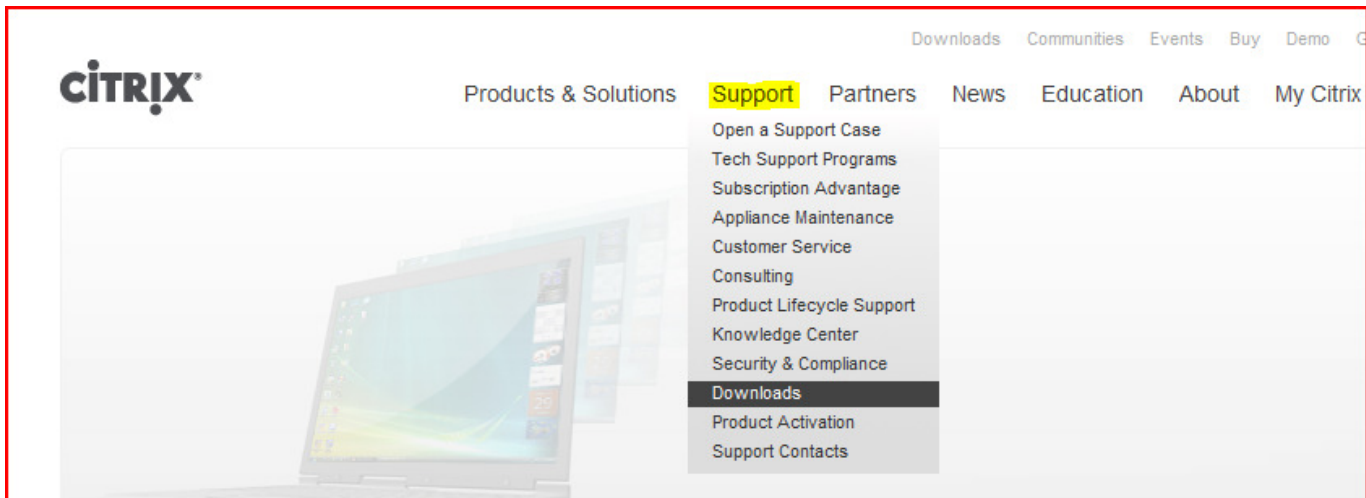


Mac OS: Setting up a custom Citrix connection to The Joint Commission Connect application.

This document describes the steps necessary to configure a custom connection within the Citrix Client Editor for the Mac OS. This connection will connect the user to the Joint Commission Connect using the published Internet Explorer running at The Joint Commission. The user must have the Citrix XENAPP client installed, which can be downloaded free of charge at <http://www.citrix.com>.

Go to <http://www.citrix.com>

From the top menu, click on **Support** and select **Downloads** from the dropdown menu.



You will see a page similar to the one below. Click on Citrix Clients.

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Results for:
-- XenApp > Clients

🔒 Indicates restricted access. For further assistance, please contact **Customer Service**.

● **Clients** Hide Downloads

-- XenApp (all product versions)

Citrix offline app plug-in 5.1 and Streaming Profiler 1.3.1	Windows (32/64-bit)
XenApp Plugin (Client) - Version 11.000	Windows (32/64-bit)
WinCE/PocketPC Clients	WinCE/PocketPC
Mac Clients	Mac
Java Clients - Version 9.6	Java
EPOC/Symbian OS Clients	EPOC/Symbian OS
UNIX Clients	UNIX
Linux Clients	Linux
IBM OS/2 Clients	IBM OS/2
Windows (16-bit) Clients	Windows (16-bit)
DOS Clients	DOS

Click the download link on the right for the client that is applicable to your MAC operating system.

Mac Clients

Release Date: 12/12/2008

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View the list of countries that may have **export or import restrictions** for products containing strong (128-bit or greater) encryption.

OS X

Version 10.00.603 - Universal Binary Includes an additional fix for XenDesktop connections.	English	12/12/08	5.0 MB	.dmg.zip	Download Show Documentation
Version 7.00.411 - PowerPC Mac OS 10.2 only	English	11/20/06	3.0 MB	.dmg.zip	Download Show Documentation

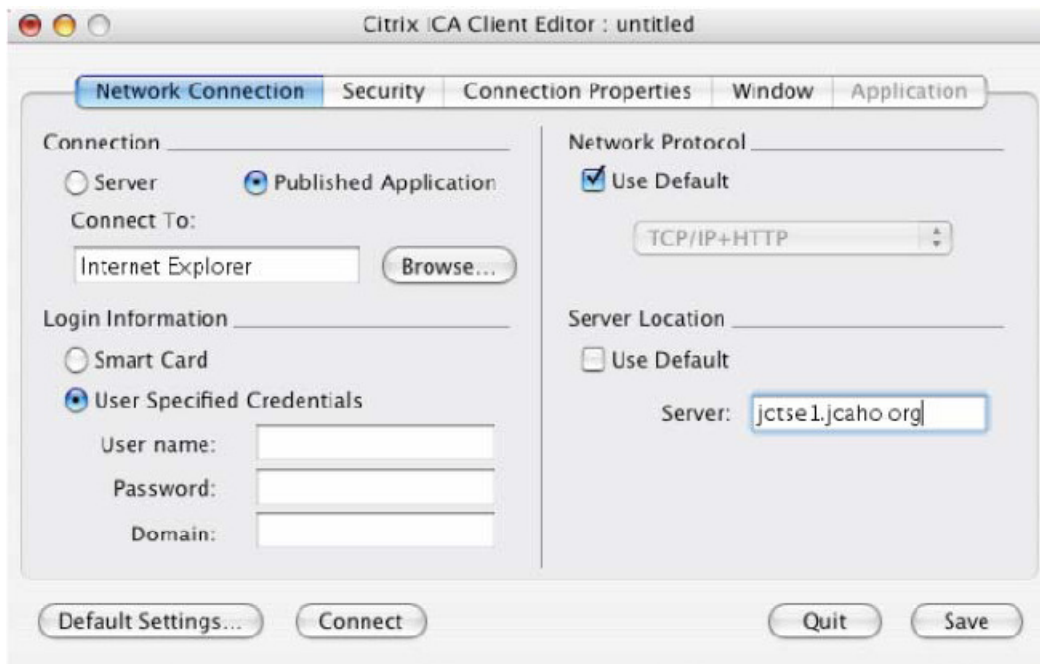
PowerPC - OS 9 or Earlier

Version 6.20.154 - PowerPC only English - Mac PowerPC only	English	3/9/07	2.6 mb	.hqx	Download Show Documentation
Version 6.20.154 - PowerPC only Japanese - Mac PowerPC only	Japanese	3/9/07	2.6 mb	.hqx	Download Show Documentation

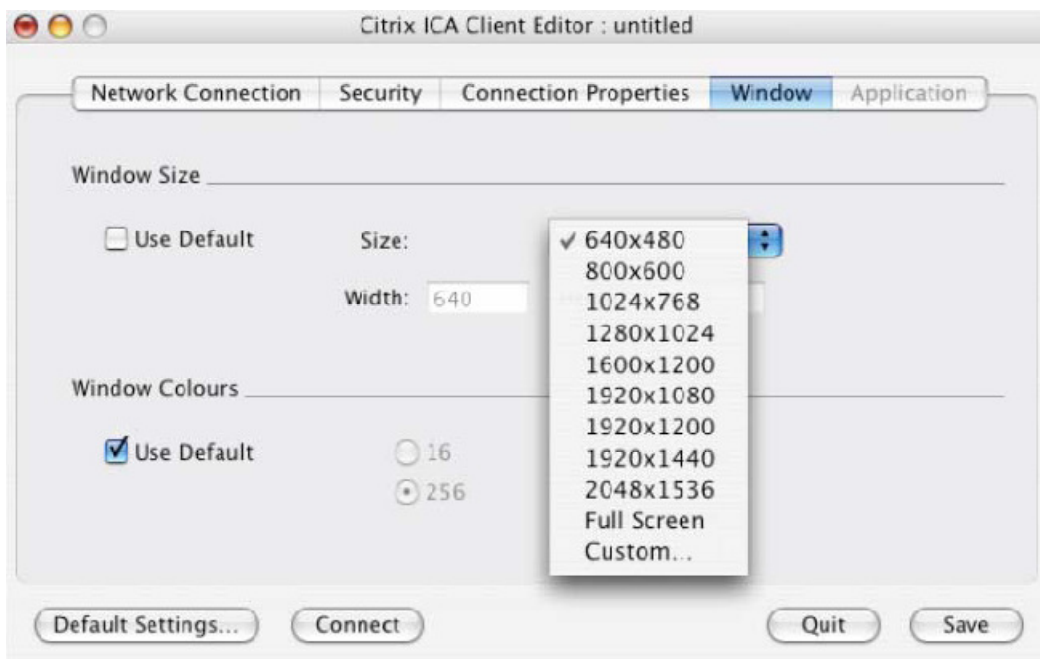
The download is a zip file. Extract its contents and install the **XenApp** client package. Once installed, go to folder you installed the client and run the Citrix Client Editor.

Select the Network Connection tab and uncheck the 'Use Default' option under **Server Location**. Next, type in **jctse1.jcaho.org** in the Server: field. In jctse1, that's a 'one', not an 'L'.

Now, click on the 'Published Application' option in the **Connection** section. Click the 'Browse...' button and select 'Internet Explorer' from the list of applications. Most likely, it will be the only one listed. When finished, your screen should look like the one below.

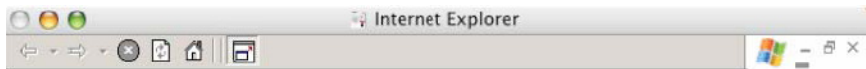


Next, click on the Window tab, and select a Window resolution that suits your preference. See example below:



Click the Save button, and save this connection file to your desktop (recommended).

To connect to The Joint Commission site, simply double-click this saved file. You will be presented with a logon screen, which will take you to The Joint Commission's Extranet.



When finished, click on the 'X' in the upper right corner (circled in red) of your Internet Explorer window. This will terminate the application, and log you off the terminal server at The Joint Commission.

Troubleshooting:

Your corporate firewall may prevent connection to Joint Commission's Citrix server. To check whether a Firewall is blocking access, perform this simple test.

1.) Try to telnet to jctse1.jcaho.net on port 1494:

a. **telnet jctse1.jcaho.org 1494**

2.) Hit the Enter key. You should receive the text **XENAPP** in return (circled in red below). If you do not see this, your corporate firewall will need to be opened to allow TCP / UDP port 1494 to pass through. These are the default XENAPP protocol ports. Work with your internal IT department to see if this will be possible.

