

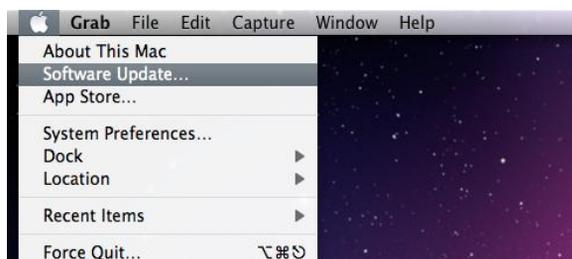
Setting up your Mac to log on to HQDA Citrix

NOTE: DO NOT FOLLOW THE INSTRUCTION CONTAINED IN THE PRIMER ON THE HQDA CITRIX WEBSITE, THEY DO NOT WORK!!! IF YOU HAVE GONE THROUGH THOSE INSTRUCTIONS, YOU WILL NEED TO DELETE ALL CERTIFICATES, IDENTITY PREFERENCES AND KEYCHAINS CREATED WHEN FOLLOWING THEIR INSTRUCTIONS OTHERWISE THIS WILL NOT WORK!!!

Also note that if you upgrade to 10.6.X and follow these instructions, you **SHOULD** (no guarantees) be able to access all CAC enabled websites without having to do any additional "identity preference" adding or certificate copying and keychain creating as you had to do under older Mac OS versions to make your CAC work. In fact, I've found that cleaning all that out of your system and letting the system create what it needs (covered later) makes everything work easily and without any issues.

Steps 1-5 are for making your CAC function on your Mac and only work on Snow Leopard (Mac OS X 10.6.X), if you have an earlier version or have problems, please reference www.militarycac.com for more complete instructions. These instructions are only to get onto HQDA Citrix, please see [militarycac.com \(http://militarycac.com/SnowLeopard.htm\)](http://militarycac.com/SnowLeopard.htm) for utilizing your CAC on your MAC for other websites if you have problems. This setup has made mine work on every CAC site, but militarycac.com has much more troubleshooting and reference material. However, they do not have instructions for HQDA Citrix at this time. From my experience upgrading to Snow Leopard makes this much less painful, so I would recommend doing so.

STEP 1 – Ensure your system is updated to the latest software (currently Mac OS X 10.6.6 and Safari 5.0.3)



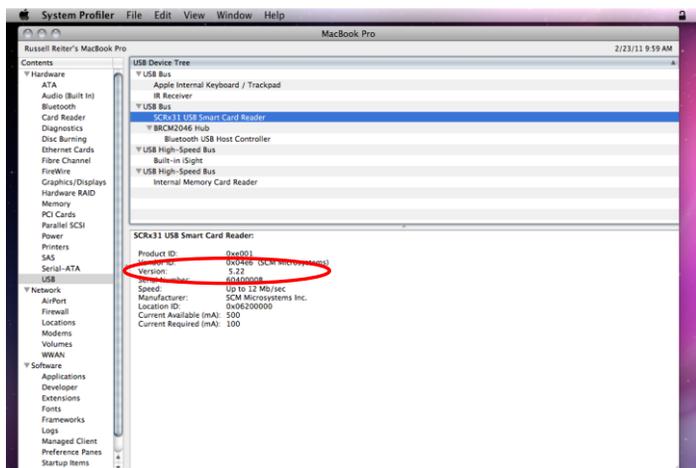
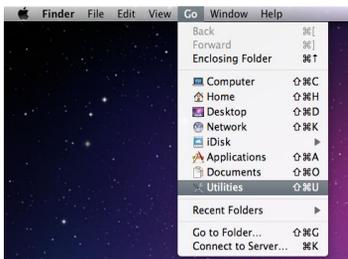
NOTE: I started with 10.5.X on my machine and this process DID NOT work!

STEP 2 – Plug in your CAC reader. Open your System Profiler.

From the Finder Menu: Click: Go, Utilities, click the little triangle to open it up, double click System Profiler

NOTE: If you don't see Go, click the finder icon in your taskbar or click any blank space on your desktop.

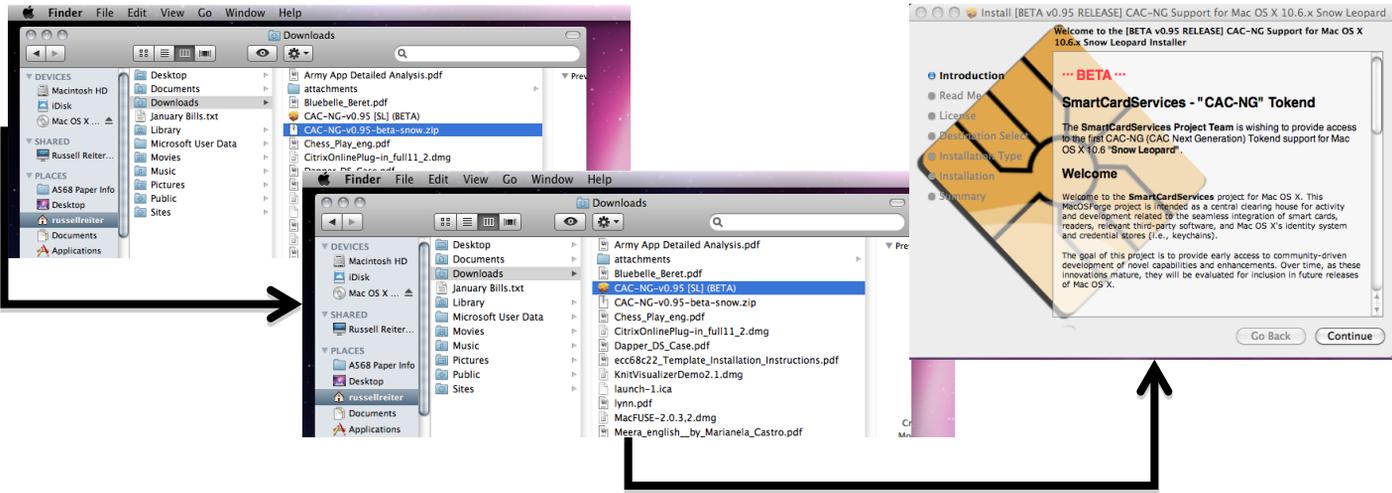
Within the "Hardware" Category select "USB." On the right side of the screen the window will display all hardware plugged into the USB ports on your Mac. You should see "Smart Card Reader." If the Smart Card reader is present, it is installed on your system, and no further hardware changes are required, e.g. additional drivers / Firmware upgrades. You can now Quit System Profiler. **NOTE:** Please look at the Version: If it is 5.18 or 5.25 for an SCR-331 Reader, it should work fine. If it is below 5.18, please update your firmware (see militarycac.com for instructions).



STEP 3 – If you have one of the new CAC cards (you can verify by looking on the back above the black magnetic strip for either of these: "Gemalto TOP DL GX4 144" or "Oberthur ID One 128 v5.5 Dual.") then please follow this link <http://militarycac.com/MAC/CAC-NG-v0.95-beta-snow.zip>



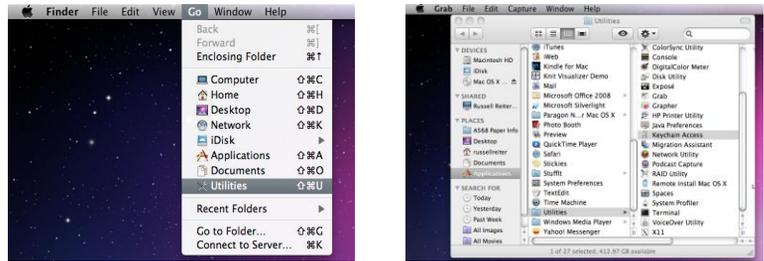
STEP 4 – Open Finder and navigate to where you saved the file downloaded in the last step. Extract the ZIP file by double-clicking, then install the TOKENEND by double-click the file that is extracted.



STEP 5 – Restart your computer.

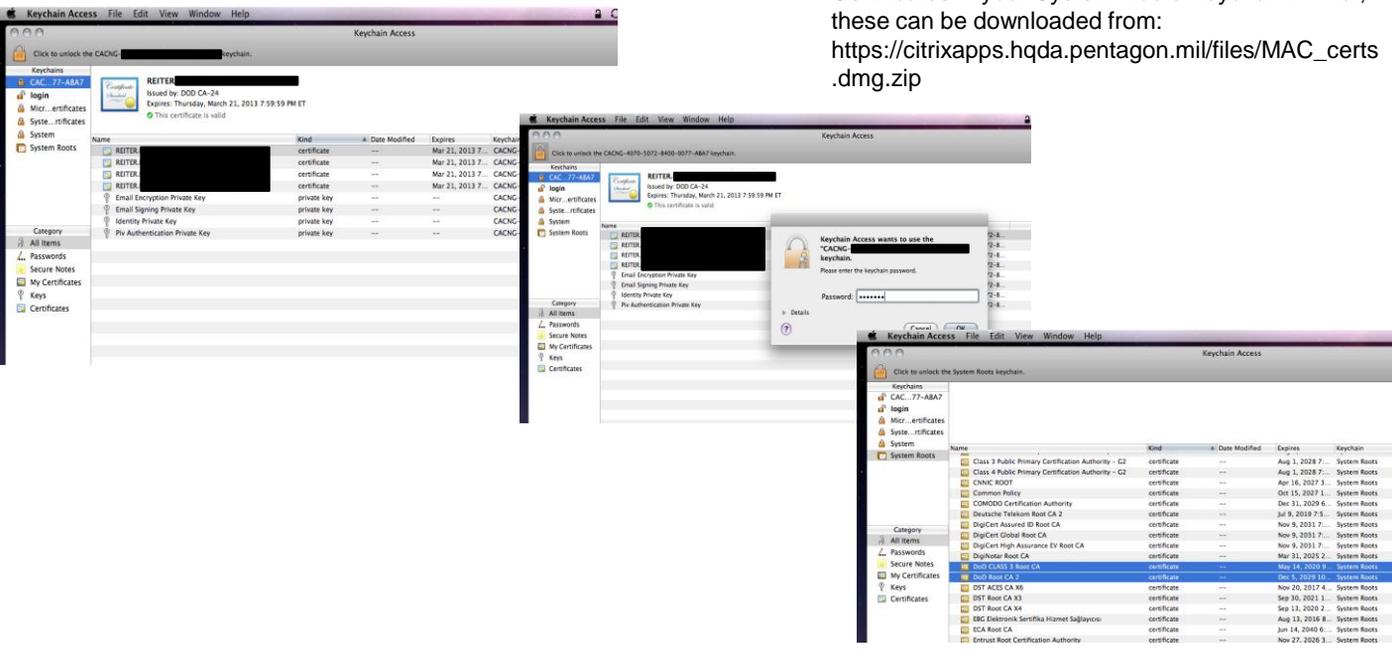
STEP 6 – Once these steps are done you should be able to see your CAC in your Keychain Access. To open it: From the Finder Menu: Click: Go, Utilities, click the little triangle to open it up, double click Keychain Access

NOTE: If you don't see Go, click the finder icon in your taskbar or click any blank space on your desktop.

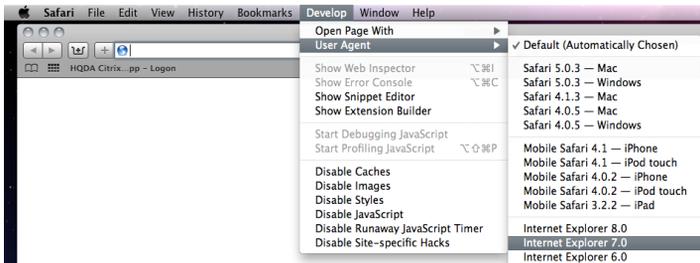
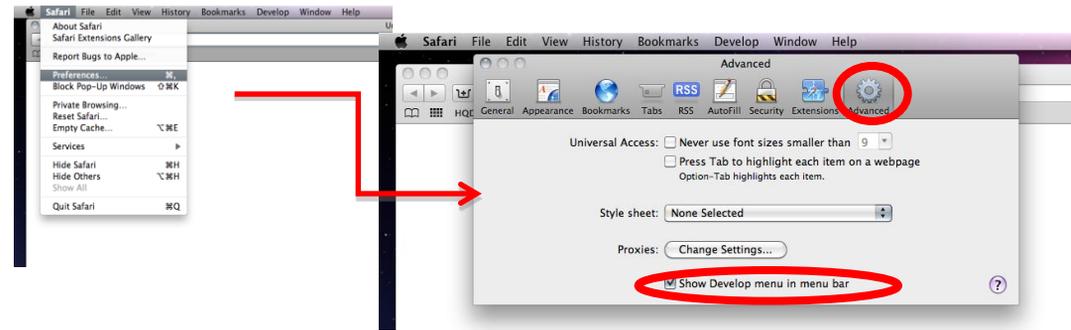


STEP 7 – Select the CAC Keychain and then click small padlock in the upper right hand corner of the Keychain access window to unlock your CAC Keychain. It will ask you for a password, this is your PIN.

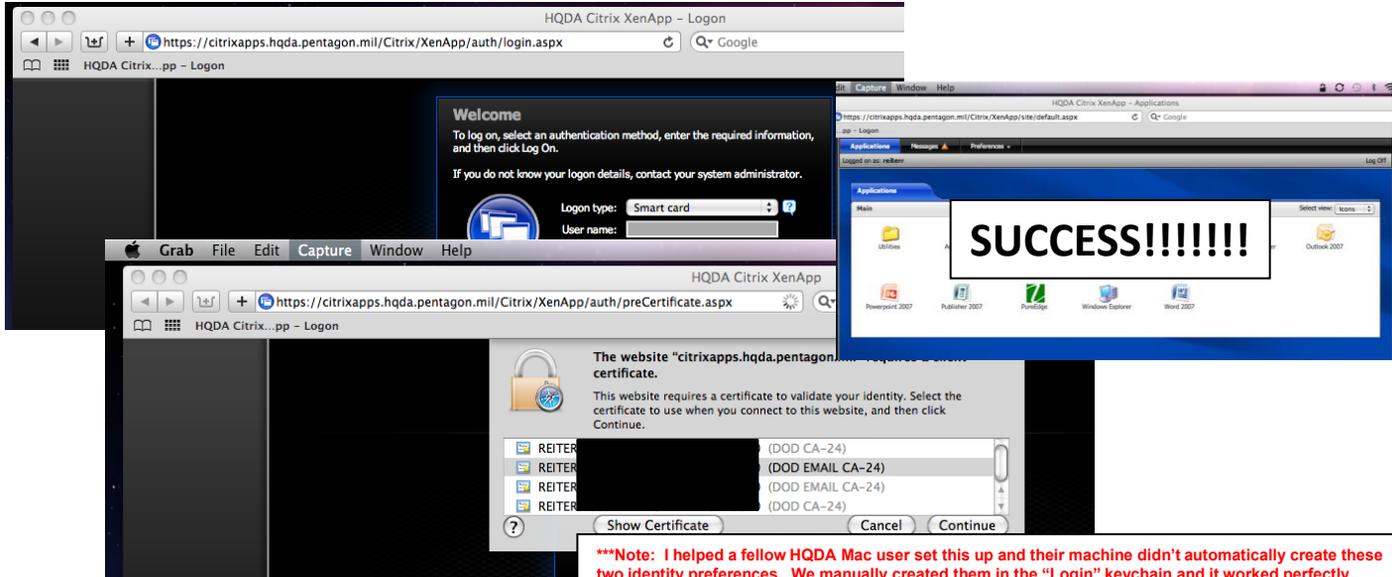
STEP 8 – Ensure you have the two DOD Certificates in your System Roots Keychain. If not, these can be downloaded from: https://citrixapps.hqda.pentagon.mil/files/MAC_certs.dmg.zip



STEP 9 – Open Safari, enable the Develop menu (Preferences→Advanced) and put Safari in the mode to emulate IE 7.0



STEP 10 – Navigate to HQDA Citrix Logon portal and choose SMART CARD logon. Choose the first DOD EMAIL CA-24 certificate when prompted



*****Note: I helped a fellow HQDA Mac user set this up and their machine didn't automatically create these two identity preferences. We manually created them in the "Login" keychain and it worked perfectly. -- To do this you'll need to create an identity preference for each of the following:**

- 1) *.mil
- 2) <https://citrixapps.hqda.pentagon.mil/Citrix/XenApp/auth/login.aspx>

If you need instructions on creating an identity preference, see militarycac.com

The first time you log in this will create two "identity preference" entries in your "Login" keychain. One for "*.mil" sites and one for "https://citrixapps.hqda...."***

Once these are created you will not need to choose a certificate each time you log on. If you haven't unlocked your CAC Keychain you will be prompted for your PIN.

If you ever need to use a different certificate (i.e. you chose the wrong certificate or you get a new CAC) simply delete these two entries and when you logon again, you will be prompted to choose a certificate.

If you can't log on you probably chose the wrong certificate!!

Using the Applications on HQDA Citrix

NOTE: The prior steps get you onto the HQDA Citrix portal, however you cannot use the applications until you do the following steps:

STEP 1 – Download the Citrix Online Plug-in for Mac 11.2 (or most current version) from this website <http://www.citrix.com/english/ss/downloads/details.asp?downloadId=2303485&productId=186>

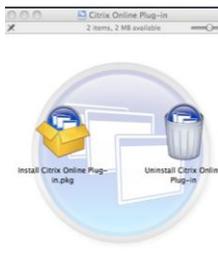
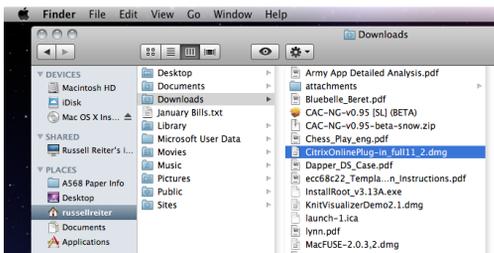
NOTE: Make sure you get the Citrix Online plug-in for Mac and NOT the Citrix Online plug-in for Mac - Web

General Documentation
Readme | Citrix eDocs Library

Clients

Citrix Online plug-in for Mac	English	8/26/10	25.1 MB	.dmg	Download
Citrix Online plug-in for Mac - Web	English	8/26/10	18.2 MB	.dmg	Download

STEP 2 – Open Finder and navigate to where you saved the file downloaded in the last step and install the plug-in by double-click the file.



NOTE: The previous 2 steps were all that was necessary on my iMac, however for my MacBook Pro I had to do the following additional steps. They may or may not be necessary on your system.

STEP 3 – If, when you select an application from the Citrix Applications screen (i.e Outlook), your system pops up a Finder window showing where it downloaded a *.ica file rather than opening the application then you need to do the following (you should only need to do this one time):

STEP 3a. “Control-Click” on the *.ica file

STEP 3b. Select “Get Info”

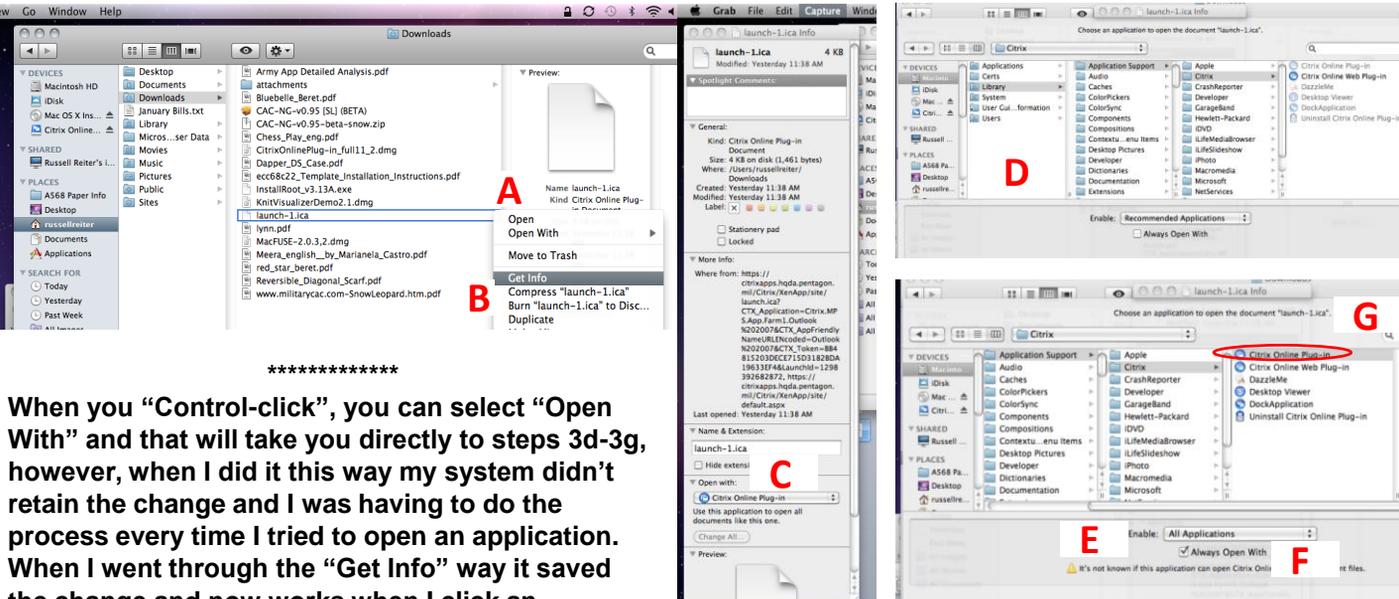
STEP 3c. Go to the “Open With:” Section and select “Change All”

STEP 3d. Navigate to MACINTOSH HARD DRIVE→LIBRARY→APPLICATION SUPPORT→CITRIX

STEP 3e. Drop down the “Enable” box and choose ALL APPLICATIONS

STEP 3f. Check the “ALWAYS OPEN WITH” box

STEP 3g. Choose the “Citrix Online Plug-in” DO NOT choose the “Citrix Online Web Plug-in” it WILL NOT WORK!!!!



When you “Control-click”, you can select “Open With” and that will take you directly to steps 3d-3g, however, when I did it this way my system didn’t retain the change and I was having to do the process every time I tried to open an application. When I went through the “Get Info” way it saved the change and now works when I click an application in Citrix.