Knowledge Base: Citrix Workspace App for Mac

Citrix Workspace App for Mac

Always ensure you download the latest version of Workspace. You can do download the latest version here.

Installing Citrix Workspace App for Mac

1. Go to the Citrix App store an download Workspace App
    a. A file called CitrixWorkspaceApp.dmg will download to on your Mac
    b. Open the CitrixWorkSpaceApp.dmg & follow the prompts to install it
2. We do not add an account when prompted at the **Add Account** section
3. Continue through the installation process as normal

Common Issues/Solutions with Workspace App for Mac Users

Real-time Media Engine (RTME) for Citrix Workspace App for Mac OS "unoptimized" or fails to install

Solution: Install RTME 2.6 (x64)

"Your apps are not available at this time" after upgrading to the new Workspace UI

Solution: Add Permitted URL