

NetScaler Gateway Plug-in v3.1.4 for Mac OS X(EI Capitan Support)

Version 3.1.4 (357) onwards

With the EI Capitan release, Apple has made significant changes in the way applications are installed. We, at Citrix, have followed through on those changes and updated our plug-ins to work with the new release.

Compatibility Matrix

Gateway Plug-in 3.1.4 and later	Mac OS X 10.9 and later
Gateway Plug-in 3.0.x	Mac OS X 10.10, 10.9, 10.8

But there are two caveats that we will explore in this document.

Caveats

- 1) For users who have upgraded to EI Capitan (Mac OS X 10.11) with the older Citrix NetScaler Gateway plug-in (versions 3.0.x or older), the plug-in will not work and auto-upgrade will fail.
 - Uninstall Gateway plug-in 3.0.x or older
 - In the Mac Finder, click the 'Go' menu item and then click 'Go to Folder'
 - Type '/Library/Application Support/Citrix' and then click 'Go'
 - Use 'Uninstall Citrix NetScaler Gateway Plug-in' to uninstall the VPN plug-in
 - Follow the instructions on your screen
 - Install the newer Gateway plug-in 3.1.4
 - Subsequent logon through browser will prompt you for download
 - Download and install the new plug-in
 - *Note:* Installation requires admin privilege
- 2) If Mac OS X 10.8 users running Gateway plug-in 3.0.x or older, connect to a NetScaler Gateway server, which carries the newer plug-ins (3.1.4 or later), the upgrade will fail and users will not be able to connect.

To remedy this we need to stop upgrades for Mac OS X 10.8 users, this can be accomplished by adding the following policies and actions.

- add rewrite action NoUpgradeFor10_8_TxtFile replace "HTTP.RES.BODY(100)" "\"2.0.0 (100)\""
- add rewrite policy NoUpgradeFor10_8_TxtFile "HTTP.REQ.URL.CONTAINS(\"macversion.txt\") && HTTP.REQ.HEADER(\"User-Agent\").CONTAINS(\"Mac OS X 10_8\")" NoUpgradeFor10_8_TxtFile
- bind rewriteglobal NoUpgradeFor10_8_TxtFile 101 -type RES_DEFAULT

In addition, add the following policies for NetScaler Gateway 11.0 (and later) only

- `add vpn sessionAction NoUpgradeFor10_8_VerDec -MacPluginUpgrade Never`
- `add vpn sessionPolicy NoUpgradeFor10_8_VerDec "REQ.HTTP.HEADER User-Agent CONTAINS \'Mac OS X 10_8\'" NoUpgradeFor10_8_VerDec`
- `bind vpn global -policyName NoUpgradeFor10_8_VerDec`