

Configuration of Mac Computers for Use of JRemote

Document Effective November 8, 2011

Background

Mac computers are frequently used to access Epic and other systems via JRemote. This document contains step-by-step instructions for configuring JRemote on Macs, including steps to:

- A. Check for Operating System Updates (Optional)
- B. Empty the Browser Cache and Enable Pop-up Windows
- C. Configure Java Preferences
- D. Configure Safari (Required for Mac OS Version 10.6 or greater)
- E. Connect to SHC network via JRemote
- F. Close Java Applets Following Epic Session Closure (As Required)

These steps are also intended to resolve typical issues encountered by JRemote users, and are for use with Mac desktops and laptops only.

You may click the following links to access recommended solutions:

- [Canto](#) for iPads
- [Haiku](#) for iPhones

System Requirements

Attention Please: : JRemote will not function properly on a Mac which has Sophos Anti-Virus installed. University-issued devices include the Sophos Anti-Virus product. At present, there is no known work around other than to uninstall Sophos. The University and Sophos are actively engaged in determining the best resolution.

The following are the system requirements for using JRemote on a Mac:

- **Operating System (OS X): Version 10.5** or higher (Leopard, Snow Leopard, or Lion)
- **Browser: Safari 4 or later.** Users may opt to use alternate browsers such as Firefox or Chrome, but these alternatives have not

been tested and are not supported. Safari is the recommended browser and the instructions below are tailored specifically to Safari.

- **Screen Resolution:** Minimum of 1024 X 768

Please note: Mac OS X Versions 10.4 (Tiger) or lower are NOT supported for remote access. If you have an unsupported operating system, you may experience issues unless you upgrade the OS (and hardware, if needed) to a more current Version.

You may confirm the Version of your OS X by completing the following steps:

1. Click the Apple icon in the top left corner of your screen.
2. Select **About This Mac**.
3. The OS X Version will be displayed.



Note: Different operating system Versions will have slightly different screens/steps. If the instructions below do not precisely reflect your experience and you are not able to determine the equivalent action applicable to your OS X Version, please contact the SHC Service Desk at (650) 723-3333, and select Option 3 for remote access support.

Configuration Steps

A. Check for Operating System Updates (Optional)

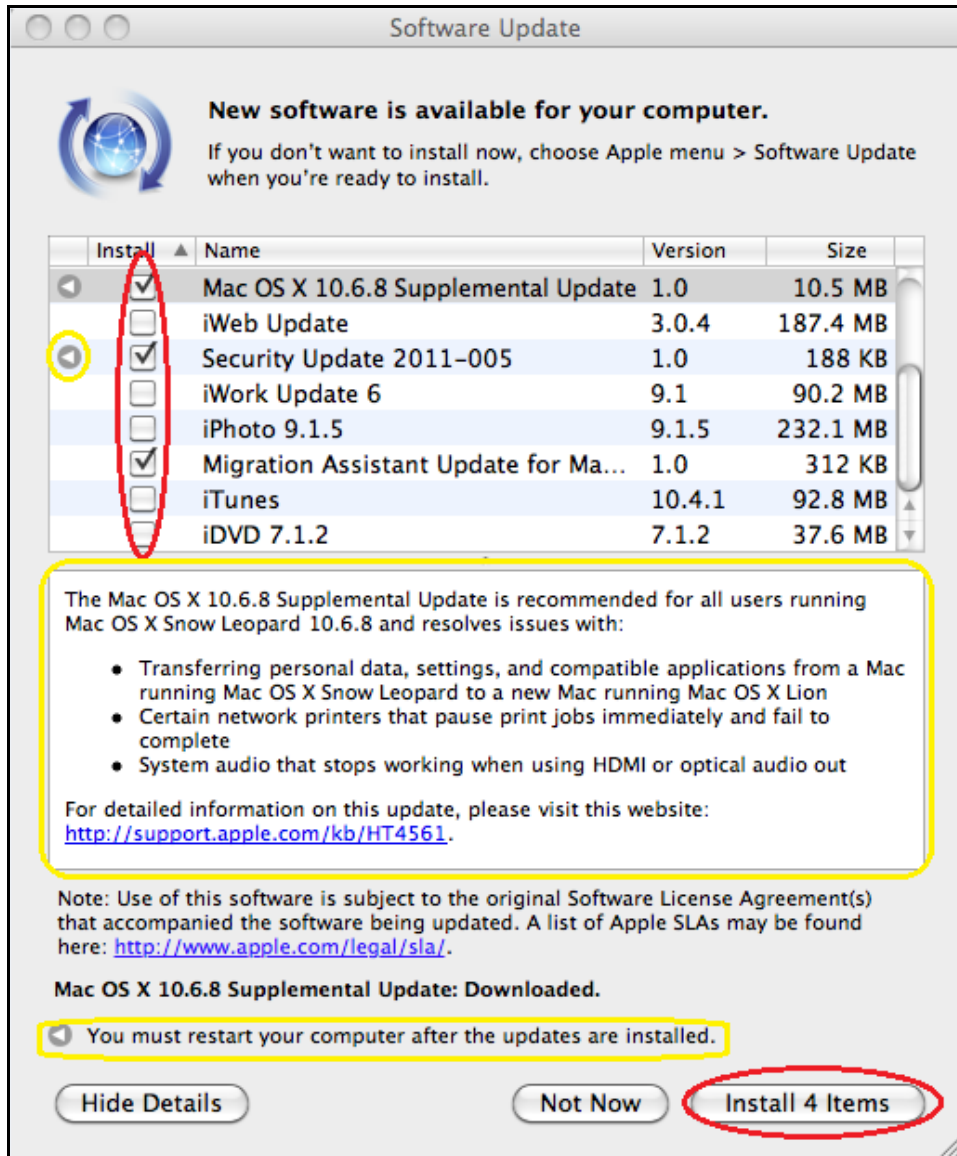
Complete the following steps to ensure your operating system has the most current updates. If your system meets the minimum requirements, you may skip to the next section, "Empty the Browser Cache."

1. Select the Apple icon in the top left corner.
2. Select "Software Update..."
3. The computer will check for new software updates; this process may take several minutes




4. Available updates (both OS X and installed applications) will be displayed. Select the update to view update information.
5. To select an update, click in the checkbox to the left of the desired update.

6. Once you have selected all desired updates, click the "Install '#' Items" button.



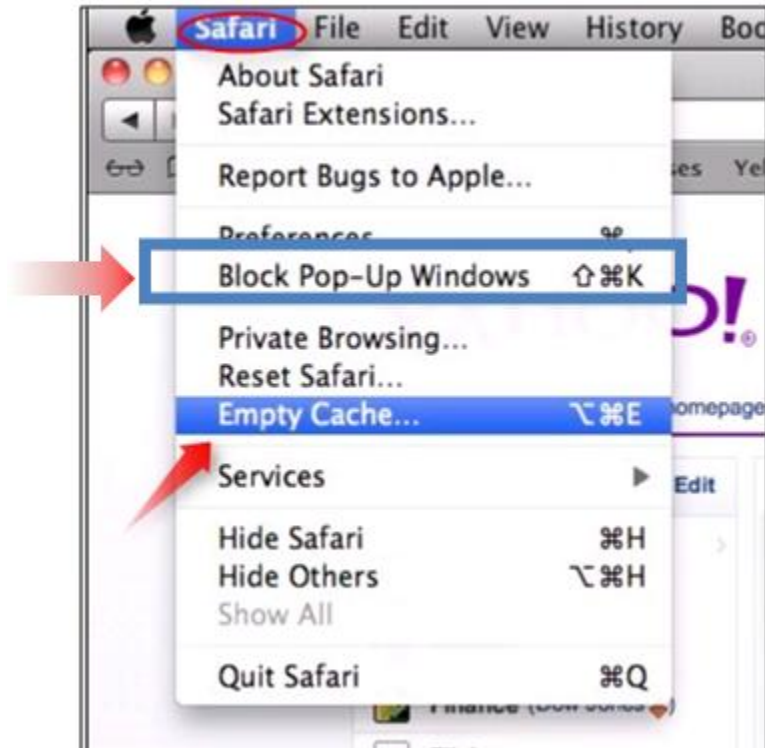
7. Update(s) will be installed. Additional steps may be required depending on the update(s).

NOTE: The time required to apply updates will vary depending on size and other criteria. Updates, identified by the  icon, will require a system restart.

B. Empty Browser Cache and Enable Pop-up Windows

Complete the following steps to empty the browser cache and prepare Safari to be configured for JRemote.

1. Launch the Safari Web browser.
2. If checked, uncheck "Block Pop-up Windows."
3. Select "Empty cache..." from the main menu bar.

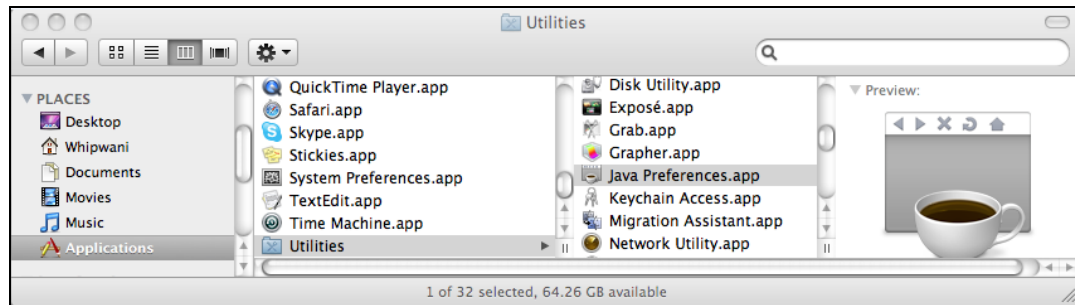


4. Click the "Empty" button, when asked "Are you sure..."

C. Configure Java Preferences

Complete the following steps to update Java preferences for JRemote.

1. Go to the Finder window on the dock at the bottom of the screen and select **Applications/Utilities**, and then click to open **Java Preferences.app**.

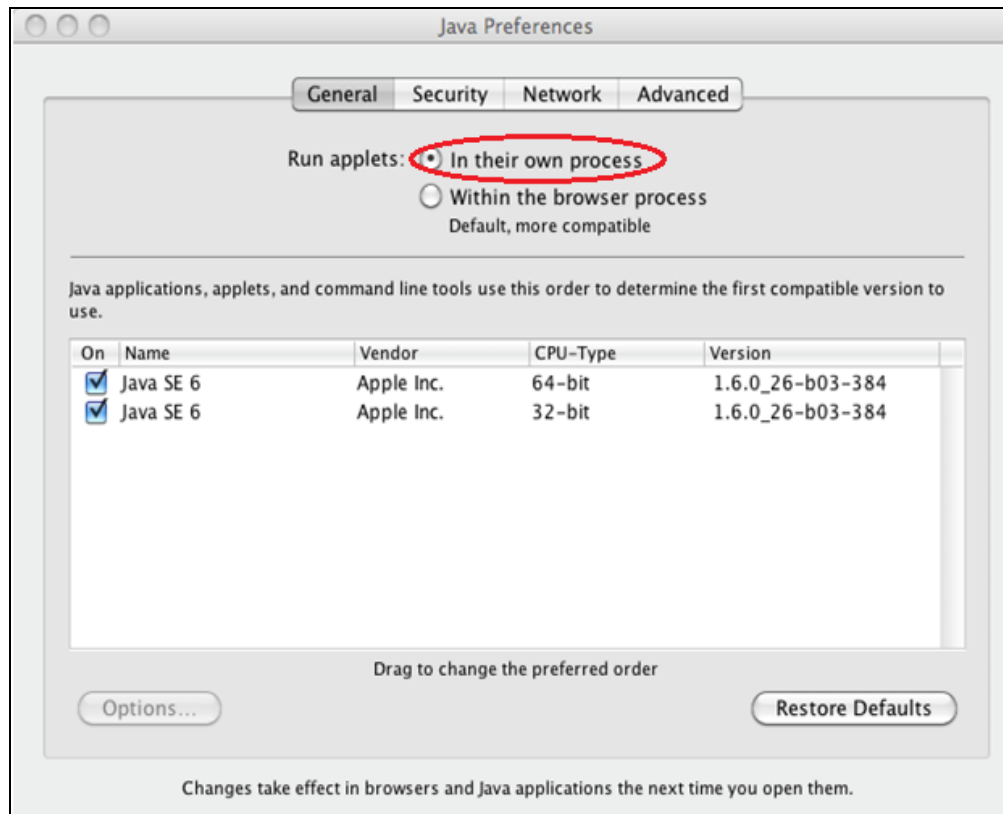


NOTE: If this location is not accurate for your OS Version, you may enter "Java Preferences" in the Spotlight search window (the Magnifying Glass icon in the top right) and the system will direct you to the proper location.


2. In Java Preferences, select the **General** tab/screen.

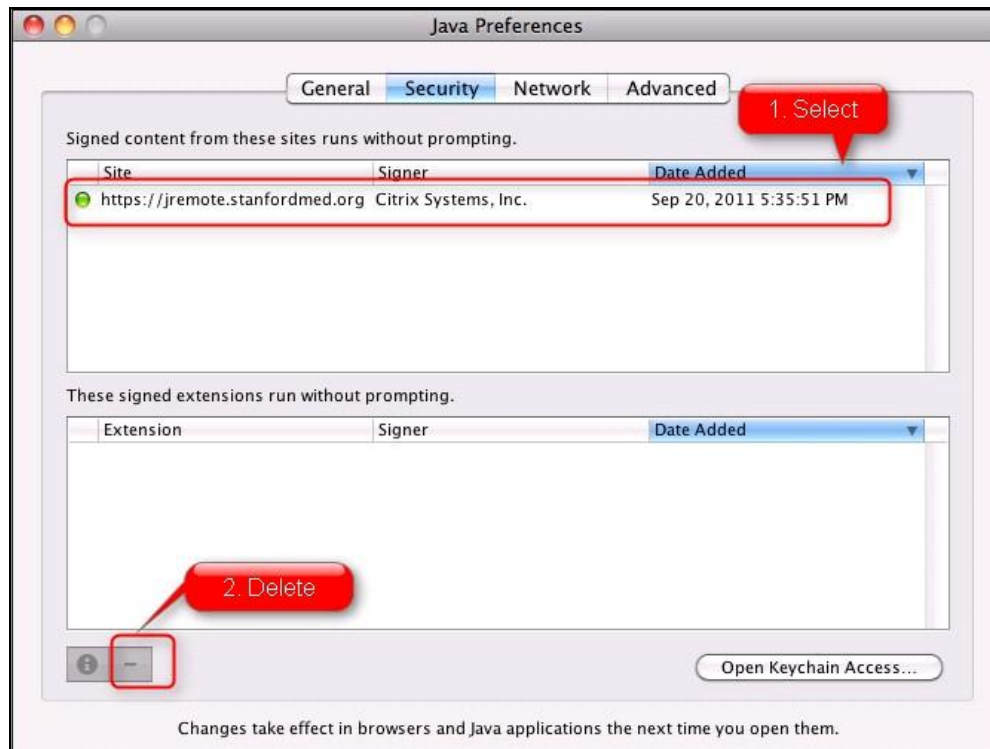
3. For "Run applets:" select "In their own process."

NOTE: This option will only be available in some OS X Versions. If not applicable, no action is required.



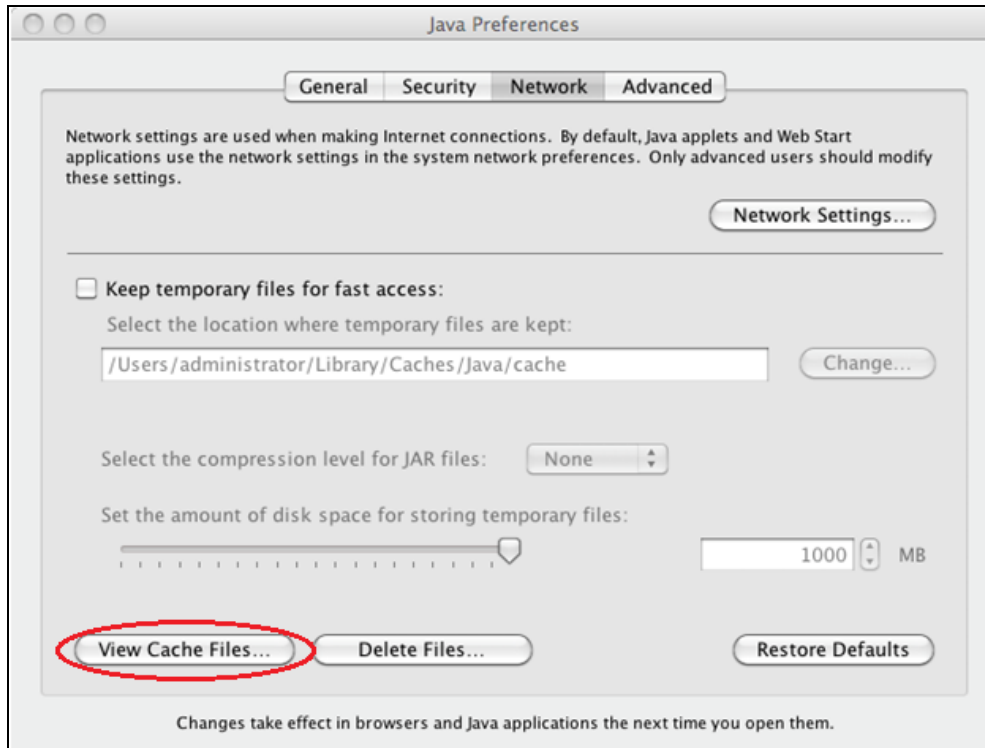
4. Select the **Security** tab/screen.

5. If any `jremote.stanfordmed.org` entries are displayed, delete each entry by highlighting the entry and clicking the  button.

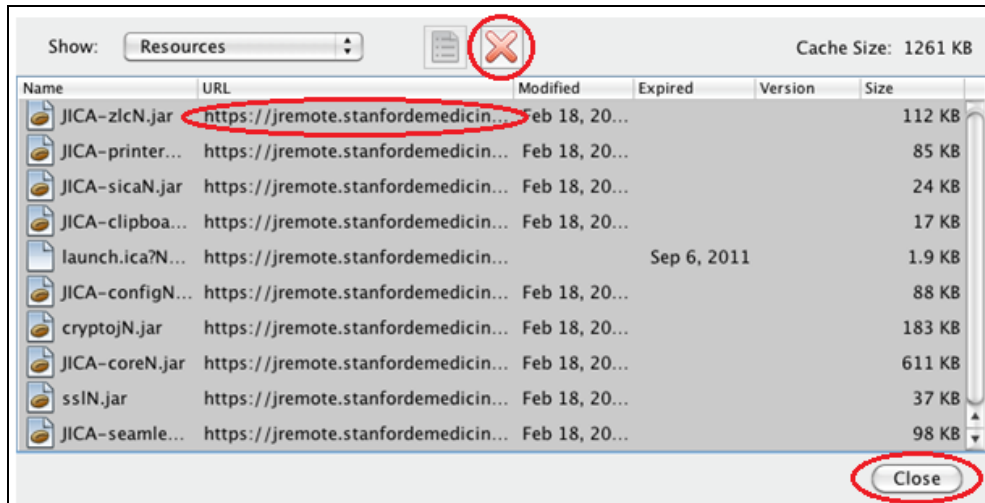


6. Select the **Network** tab/screen.

7. Click the "View Cache Files..." button.



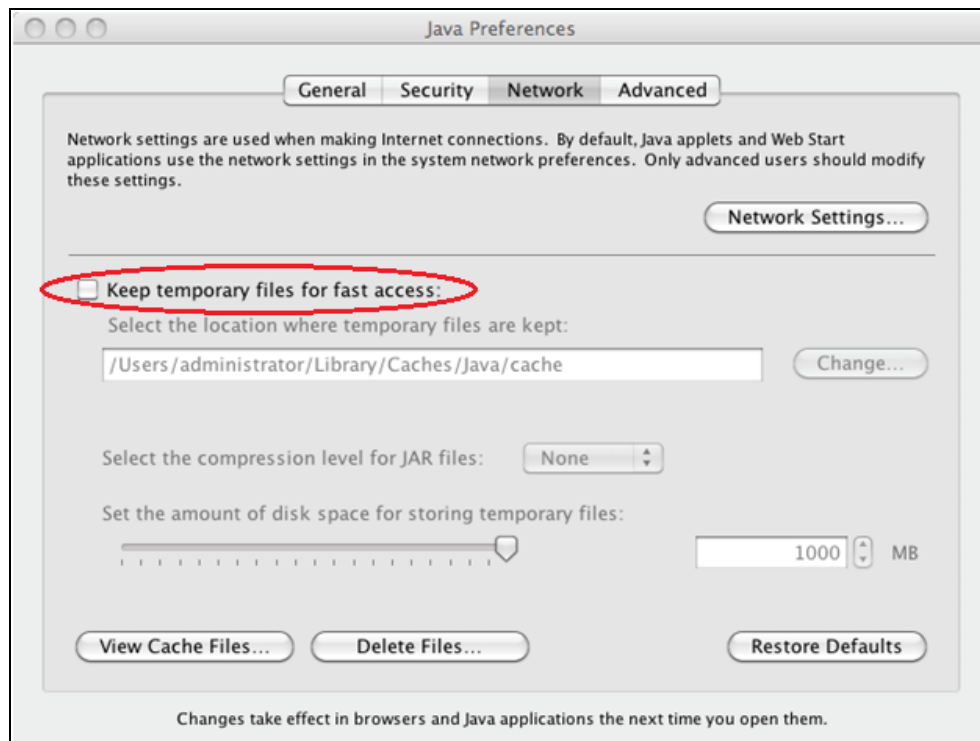
8. Highlight any cache entries associated with JRemote – these are entries beginning with "https://jremote" in the URL column.



9. Click the red "X" button to delete JRemote cache entries.

10. Click the "Close" button to return to Java Preferences / Network screen.

11. Uncheck the "Keep temporary files for fast access:" checkbox, if checked. If you do not keep this box unchecked, you will be required to repeat these steps each time you connect to JRemote.

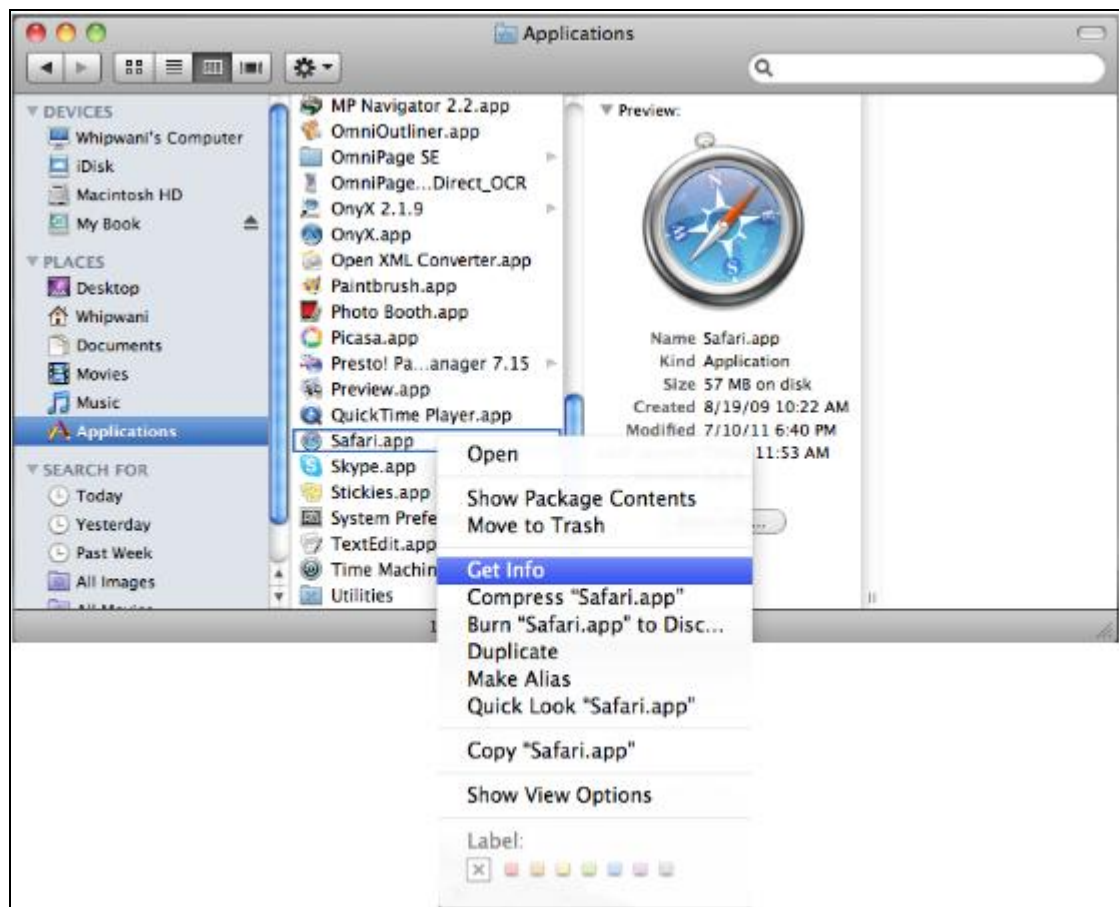


12. Close Java Preferences by clicking the red circle in the top left corner.

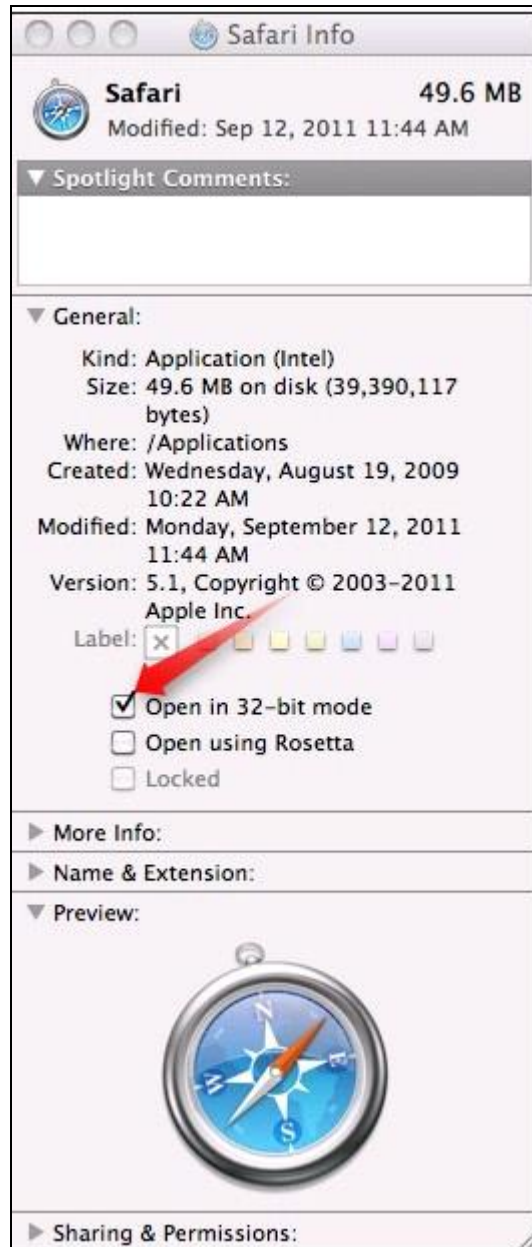
D. Configure Safari (As Required)

If you are running Mac OS X 10.6 or higher, and would like to use Safari as your browser to access JRemote, you will need to run it in 32-bit mode. Complete the following steps to run Safari in 32-bit mode.

1. In the Finder Window on the dock at the bottom of the screen, select Applications, and single click on Safari.app.
2. Right-click the Safari.app entry and select "Get Info."



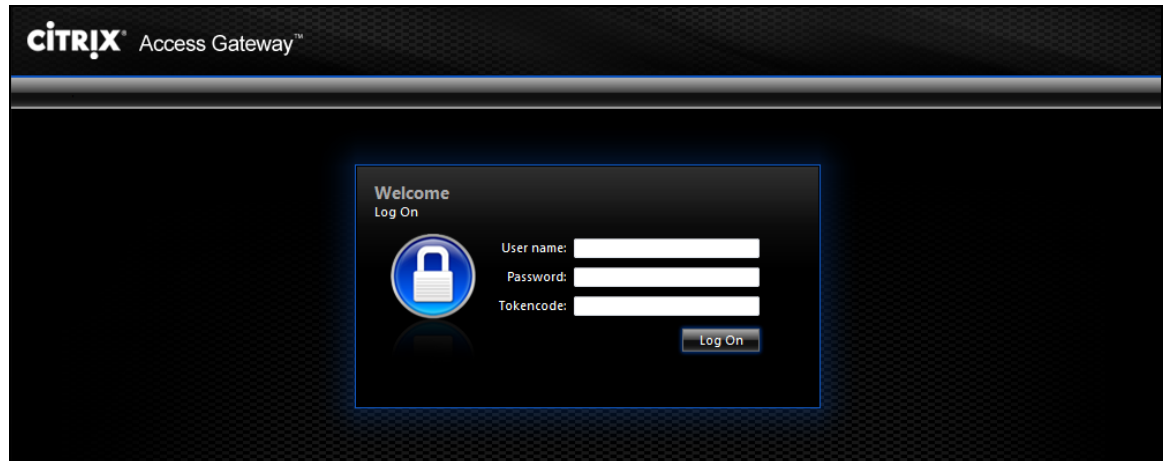
3. Click the "Open in 32-bit Mode" check box.



5. Click the red circle in the top left corner to close the Safari Info window.
6. Select "Quit Safari" from the Safari Main Menu to close Safari.

E. Connect to SHC Network via JRemote

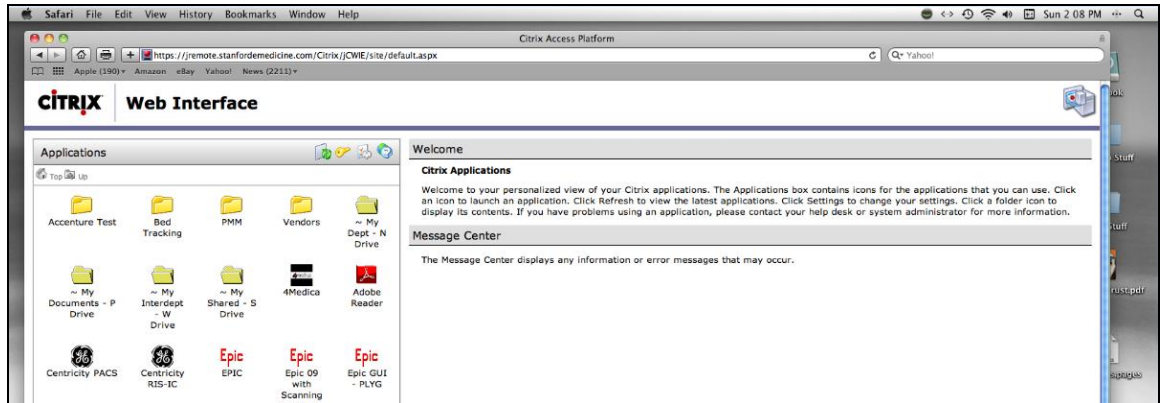
1. Launch the Safari Web browser.
2. Navigate to: <https://jremote.stanfordmedicine.com/>.



3. Login to the Citrix Access Gateway by entering the following information into the appropriate fields:
 - **User name:** Your Standard Enterprise (S-Id) User Name
 - **Password:** Your Standard Enterprise Password
 - **Tokencode:** Tokencode from your RSA token
4. You will be prompted by a pop-up window indicating the JRemote applet is requesting access to your computer. Check "Allow all applets..." and click the "Allow" button.



5. The Citrix Web Interface screen will display, from which you can access Epic or other Citrix-hosted applications.



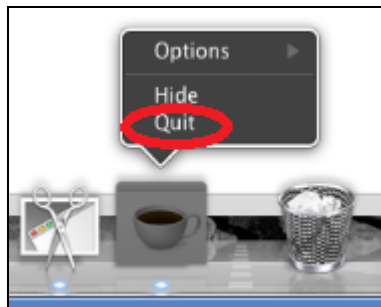
F. Close Java Applets Following Epic Session Closure (As Required)

Under some circumstances, when Epic closes, a Java Applet may remain running on your machine. Any stray Java Applets should be closed before opening a new Epic session.

1. Verify if any Java Applets are running – they should be viewable in your dock as shown below



2. Right click the icon, and select Quit from the displayed menu



Additional Support

If you continue to have issues after completing these steps, please contact the SHC IT Service Desk at (650) 723-3333, and select Option 3 for remote access support.