

25.23. mSupply Client for a MAC

Status: mSupply **Client (multi-user, connecting to a server)** is supported on Mac. mSupply **Single User** is **not supported** on Mac.

This guide is based on support ticket [#GT-9612-AP "Setup for Mac in Kiribati"](#) and should be expanded as more cases are handled. Reference GitHub issue:

<https://github.com/msupply-foundation/msupply/issues/18363> (building a server exe that is Mac-client friendly).

Support Scope

Client type	Mac support
mSupply Client (connects to a remote/network server)	<input checked="" type="checkbox"/> Supported
mSupply Single User	<input type="checkbox"/> Not supported

If a client asks for a Single User install on Mac, redirect them to the Windows single-user build, or confirm whether a networked Client setup would meet their need instead.

Prerequisites

- The Mac must be on the **same network** as the mSupply server (or otherwise have network access to it — VPN, port forwarding, etc.).
- You will need the **server's IP address** to enter into the Client's custom connection settings.
- A working copy of the **mSupply Client.app** build for Mac.

Setup Steps

1. Confirm the Mac is on the same LAN/network as the mSupply server. If not, arrange VPN/remote access first.
2. Install the mSupply Client.app on the Mac.
3. Open mSupply Client and go to the custom server connection setting.
4. Enter the **server's IP address** (rather than a hostname) in the custom setting field.
5. Connect and confirm the client reaches the server.

Code Signing (may be required)

macOS Gatekeeper may block an unsigned mSupply Client.app from opening. If this happens:

- The app can be **locally code-signed on a Mac** before distributing it to the end user (this has been done successfully by support staff prior to sending the app to a client).
- *Note: exact code-signing command/procedure is not yet documented — add the specific steps here once standardized (e.g. `codesign -force -deep -sign - /path/to/mSupply\`*

Client.app).

Version Notes

- For sites needing an update alongside a Mac setup, running the relevant version upgrader (e.g. V9.01.03) on the server may be sufficient — check the current recommended version before advising a client.

Troubleshooting Checklist

1. Is the Mac on the same network as the server? If not, that's the most common blocker.
2. Try connecting using the server's **IP address** directly instead of a hostname in the custom setting.
3. Does macOS refuse to open the app (Gatekeeper warning)? → Locally code-sign the Client.app.
4. Confirm the server itself is reachable (ping / port check) before assuming it's a client-side issue.

Known Limitations / Open Work

- There's an open GitHub issue to build a server executable that is more Mac-client-friendly: <https://github.com/msupply-foundation/msupply/issues/18363>. Check this issue for current progress before troubleshooting from scratch.
- This guide should be reviewed and expanded by the support team (see internal ticket #GT-9612-AP) — particularly the code-signing steps, which haven't been fully written up yet.

References

- Support ticket: #GT-9612-AP — Setup for Mac in Kiribati
- GitHub issue: <https://github.com/msupply-foundation/msupply/issues/18363>
- Client: Peter Laing, Beyond Essential Systems (Kiribati)

Last updated: drafted from ticket #GT-9612-AP. Please edit/expand with exact code-signing commands and any additional edge cases encountered.

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<https://docs.msupply.org.nz/> - **mSupply documentation wiki**

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