This is Work in progress : The doc hasn't been finished yet.

25.23. mSupply Client for a MAC

From mSupply V9 onwards, the mSupply Single user and the mSupply server for MAC is no longer supported. The mSupply Foundation had to stop creating these two MAC application partly due to increasing license cost and theses two apps haven't been deployed in the live environment by our clients, Windows are more primarily been used so far.

However we do have users who have MAC and would like to be able to access the mSupply windows server for both data entry and reporting needs. This is guide to how a mSupply Client app for MAC can be used.

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. For mSupply V9, you can find it here : mSupply Client V9

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. Simply download the mSupply Client App zip file.
    1. Unzip the zip file and you should see a mSupply Client Folder.
    2. Move this folder where ever you want on you MAC eg.. The Application folder, the Document folder… etc
3. Run the mSupply Client by double clicking on the file : mSupply Client.app
    1. The mSupply Client may automatically connect to the mSupply server. This will happen if the msupply Client has been operated successfully in the past.
    2. The mSupply Client may show you a list of available servers. View the image below. Simply select the available server and click `Ok` to connect.
    3. The mSupply Client may just fail. View trouble shooting below.

Trouble Shooting If the mSupply client fails to work, try the following :

1. Double click on the mSupply Client.app and immediately click on the option (MAC) or alt (Win) key
2. The mSupply Client may present a window with available mSupply server. As above, select the server and click ok.
3. If the mSupply Client is not able to list the mSupply server due to firewall issue then :

1. Click on the `Custom` tab
2. Type `mSupply` for Project Name
3. Type the **server's IP address** in the Network Address field. The image shows the port number 19813, but this is not normally not necessary.
4. Click `OK` and you should be able to connect to the server if it is available.



Code Signing (may be required)

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

- Go to system setting > Security & Privacy and allow the mSupply Client app to operate if it has been blocked.
- 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). However it is possible for users to do it on their MAC via the terminal by running the code : `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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