

UF Health IT, Support Service Notices

UF Health Apple Customers,

Apple will be releasing “Yosemite”, the next version of their operating system this fall. UF Health IT will need time to verify OS compatibility within the enterprise including resource access, security and management tools. We realize many Apple customers will want to upgrade UF Health owned systems to the newest OS, but we ask everyone to refrain from upgrading devices on your own. Once our evaluation is complete, IT will determine an upgrade strategy which will maintain the integrity of UF Health devices.

Note - Upgrading on your own may cause problems such as system crashes or your device may not boot.

Thank you,

UF Health IT Support Services

UF Health iPhone and iPad Customers that use Citrix,

(Applications such as EPIC are published through Citrix)

Today, Wednesday September 17th, Apple is releasing iOS 8. This new version of the iOS operating system will be available to current iPhone and iPad users as a free upgrade, and standard on all new devices. Because this new version of iOS changes how things work on the device, not all applications will work as expected. Citrix has notified us of an issue with the Citrix Receiver (version 5.9) for iOS 8. Receiver is the app that is required to access UF Health Citrix applications like Epic from these devices.

If you upgrade your existing device to iOS 8, your existing UF Health Citrix applications (such as Epic) will continue to work but you will be unable to add new applications.

If you purchase a new device with iOS 8, you will not be able to add any Citrix applications through mycitrix.shands.org (provides access to Epic).

Citrix is aware of these issues and states that an updated version of the Receiver will be made available on the App Store in early October.

Due to these issues, we ask that anyone who uses Citrix from their iOS device refrain from upgrading to iOS 8 until the new version of Citrix Receiver has been released. When the updated Citrix Receiver

becomes available on the App Store, users who have the Citrix Receiver installed will be automatically notified of the new Citrix Receiver version containing the fix (version 5.9.1).

Please contact the Technical Support Center if you have any questions or need further assistance.

Thank you,

Stephanie Smith
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UF Health IT



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