

## 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)

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*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**

Permanent link:  
<https://docs.msupply.org.nz/admin:msupplyclient-for-a-mac?rev=1783054055>

Last update: **2026/07/03 04:47**

