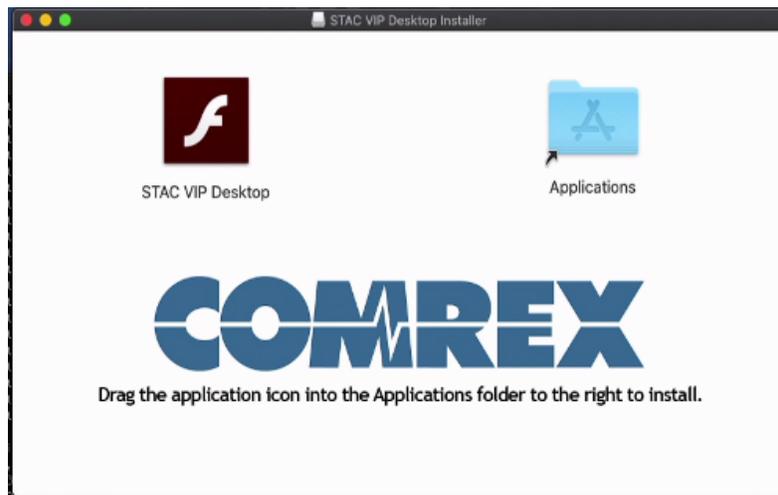


Tech Note: Flash Replacement Applications on Mac OS X

The Flash replacement software that Comrex is providing for some of its products will not run properly due to new Gatekeeper malware protection included in Mac OS X Catalina. In Catalina, and newer versions of OS X, files downloaded from the internet are flagged and “quarantined,” and thus will appear as corrupted files unless they are “signed” by Apple. For technical reasons, we are currently unable to have these Flash-derived applications signed, but we provide a workaround below.

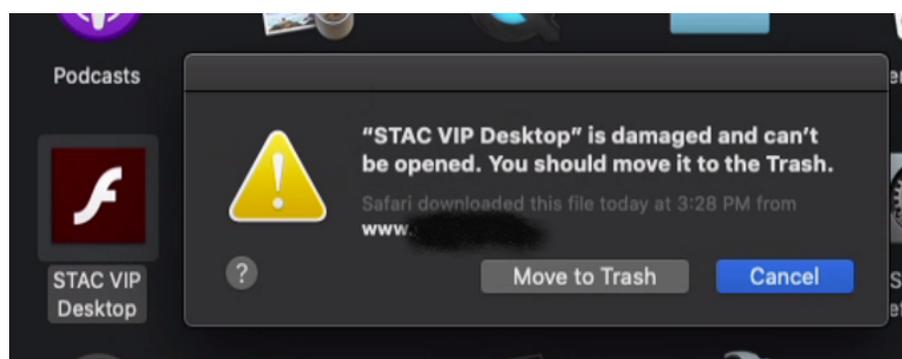
This document assumes you have downloaded the file from the Comrex website and saved it to your Downloads directory. In this example we’re discussing the STAC VIP Desktop installer, which is downloaded as STAC_VIP_Desktop-Install.dmg

When you download the DMG installer and mount it, it will pop up a window with a handy way to drag the STAC VIP Desktop application to your Applications folder.

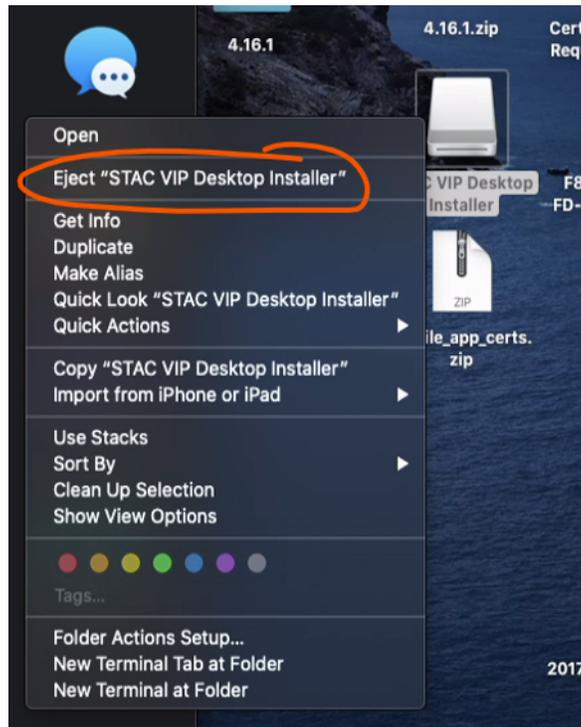


However, if you do this, and then attempt to launch the installed application, you will receive an error that the file is damaged, as below.

(It will typically show that it was downloaded from www.comrex.com)



If you had previously attempted an installation, be sure that the DMG file is unmounted before you proceed.



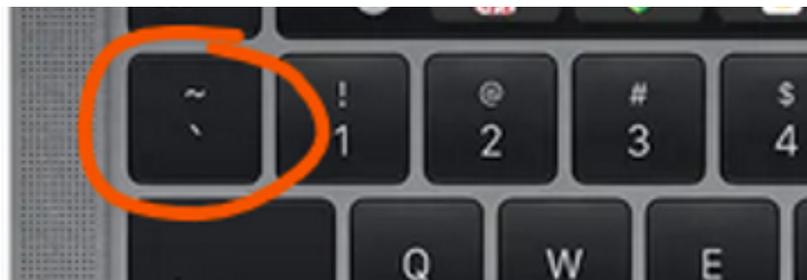
Launch **Terminal** from the dock, or find it in **Applications > Utilities > Terminal**.



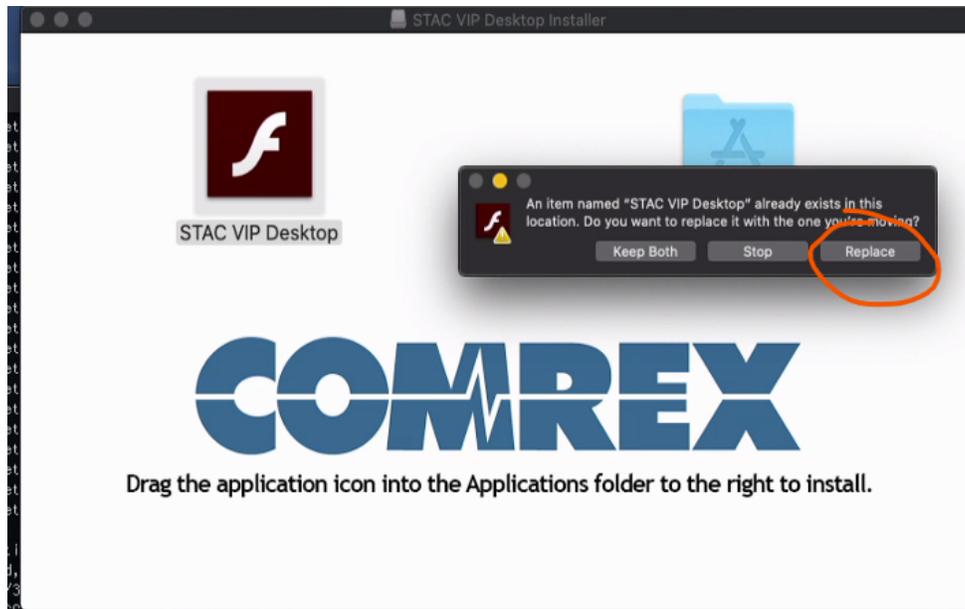
In the terminal, execute the following command:

```
xattr -d com.apple.quarantine ~/Downloads/STAC_VIP_Desktop-Install.dmg
```

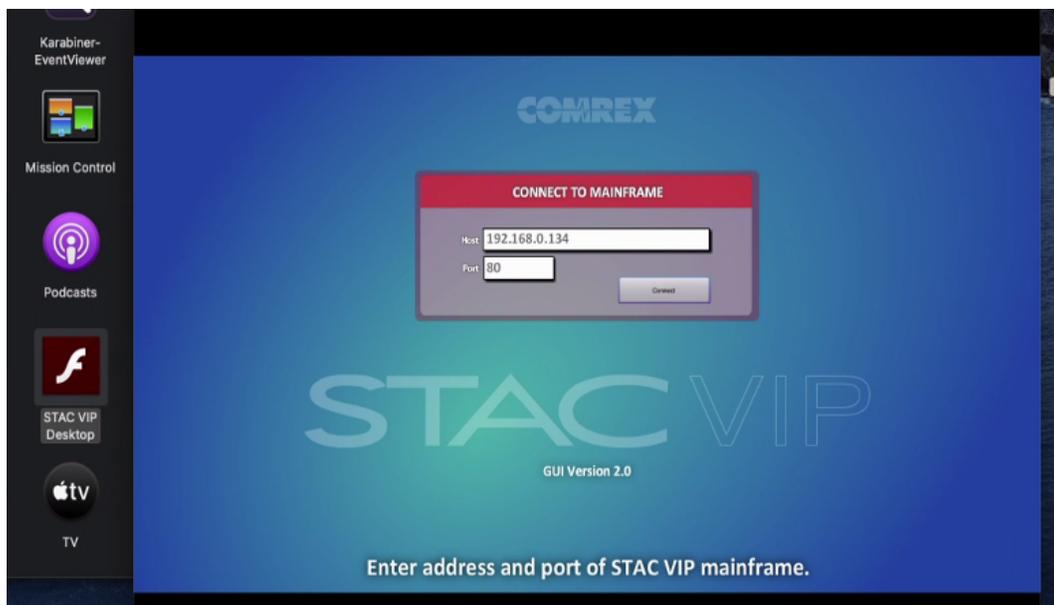
Note that the funny “squiggle” character is a tilde.



Once you have entered this command, mount the DMG and drag the STAC VIP Desktop application to the Applications folder. Close and unmount the DMG. **Be sure to select "Replace" if you had previously attempted an install.**



Now try to run the application again, and it should work!



Have questions or need support?

Call us at +1 978 784-1776 or email techies@comrex.com.