

Mac “Unidentified Developer” Message

Purpose

If you are trying to update or install the Control Center software directly from www.realityworks.com it is not uncommon to receive the following message...



Most Mac OS X computers have a security feature called GateKeeper that prevents apps/programs from being installed unless it is from the Mac App Store. The good news is you can work around this feature in order to install/update the Control Center Software.

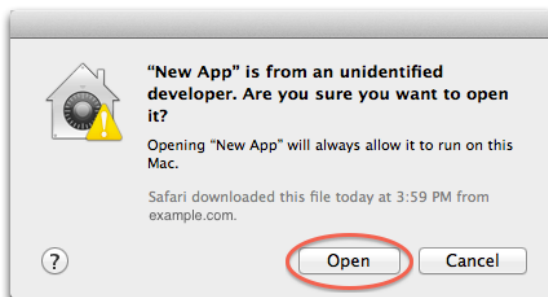
Prerequisites

- You must be at your computer
- The Control Center installer must be in your download folder

Steps to Perform

There are two ways to work around the GateKeeper

1. Simple work around.
 - a. Hold down on the Control Key on your keyboard
 - b. Click just once on the Baby Installation icon, scroll down and click Open
 - c. You will still get the same message, but it will ask you if you want to continue



- d. Click “Open” to proceed with installation.
 - i. If you do not get the option to Open proceed to the advanced work around

2. To turn off GateKeeper

- a) Open System Preferences from the Apple menu
- b) Choose "Security & Privacy" and then click the "General" tab, followed by clicking the lock icon in the bottom left corner to unlock the setting.
 - If the lock cannot be clicked you will need to contact your Network Administrator
- c) Look for "Allow applications downloaded from:" and choose "Anywhere"



- d) Accept the security warning and allow
- e) Try reopening the Control Center Software installer
 - It is possible you may have to do this step again when you install the serial driver.

For additional assistance and video tutorials visit our website:

www.realityworks.com/support/