

Installation issue with macOS

Important notice before installing the firmware

Java is not pre-installed in macOS. Please download and install Java into your computer from <http://java.com>.

Installing Java

Apple has tightened its security in macOS.

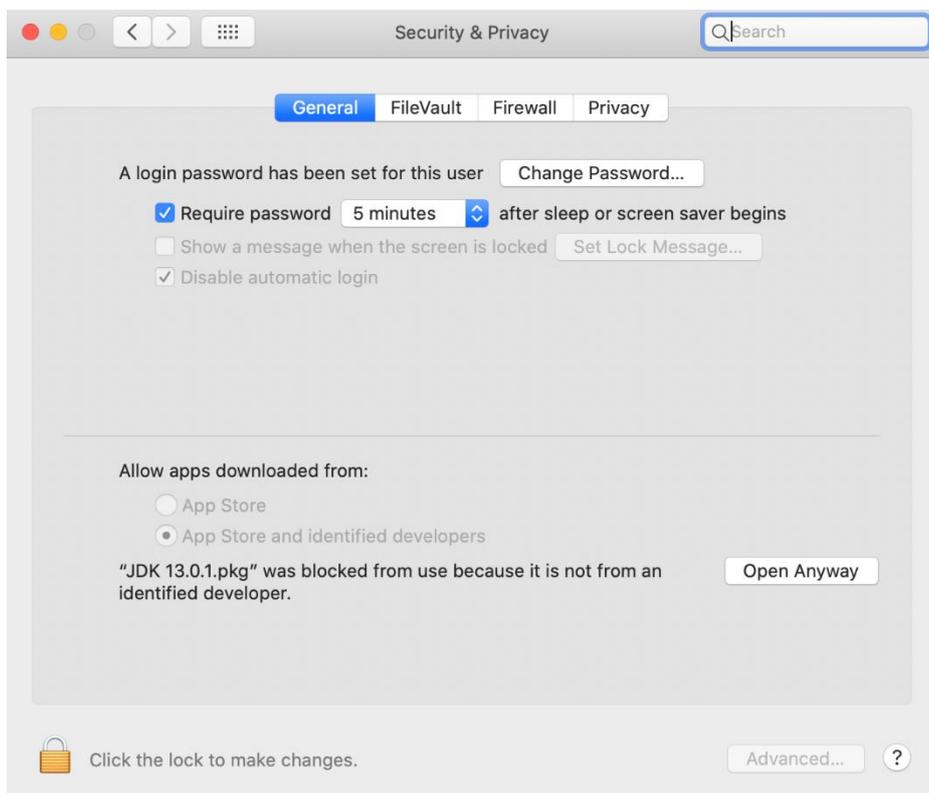
During Java installation, the following message may appear and the installation may fail.

In that case, follow the steps below to allow installation.

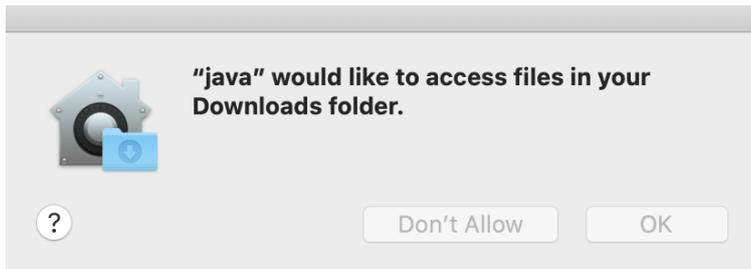
1. Click [OK] to close the window.



2. From menu, open [System preferences] > [Security & Privacy] > [General].
3. Click [Open Anyway].
4. If you can't click it, click on the key icon at the bottom left and enter [User Name] and [Password].
5. Click [Open Anyway] to allow the installation.



When installing Java, you may see the following message. Then, click [OK].



Installing the firmware

Apple has tightened its security in macOS.

So, you may see an alert dialogue when you install driver software or firmware downloaded from our support page.

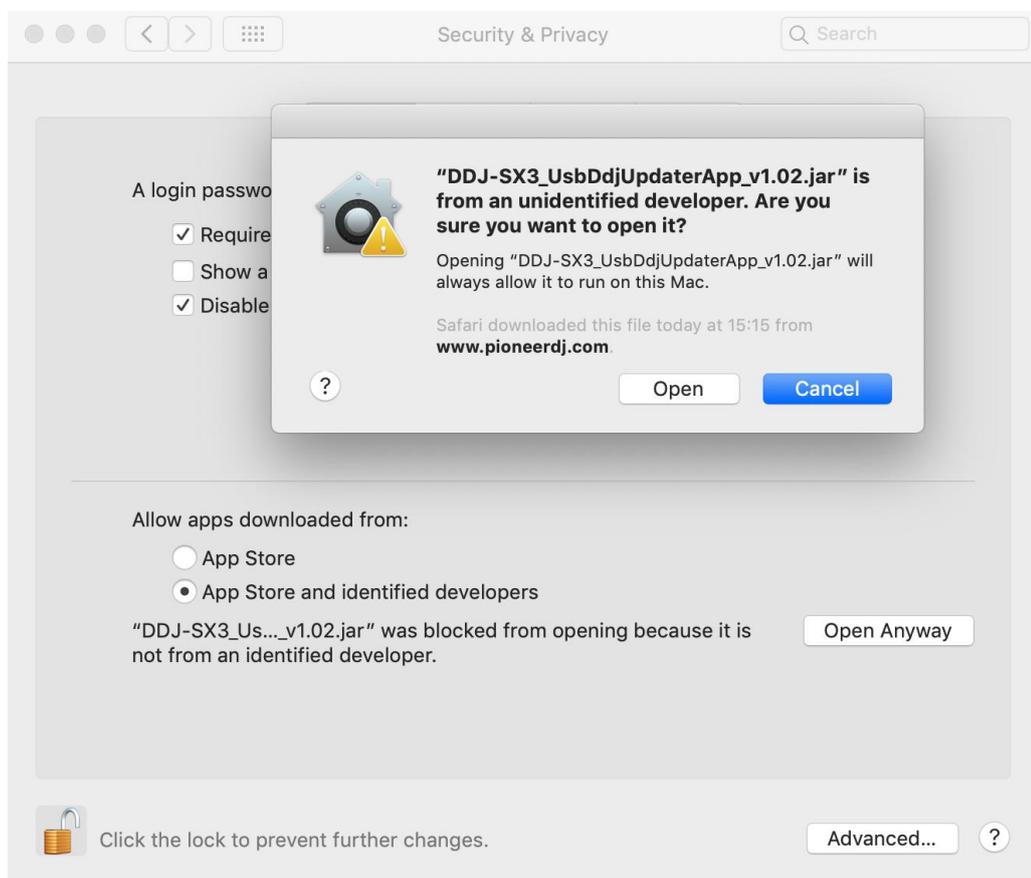
The alert dialogue says ["XXXXX" cannot be opened because it is from an unidentified developer.]

Follow the steps below to open the file and install it.

1. Click [OK] to close the window.



- 2 From menu, open [System preferences] > [Security & Privacy] >[General].
- 3 Click [Open Anyway].
- 4 If you can't click it, click on the key icon at the bottom left and enter [User Name] and [Password].
- 5 Click [Open Anyway]. The following message appears.
- 6 Click [Open] to start the update file. For details, see [Firmware Update Guide].



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