

BlueParrott Updater Installation Support for MacOS: High Sierra, Mojave & Above

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What happens?

Manually allowing the BP Updater in the system Security Preferences is necessary for the program to install and work properly on MacOS: High Sierra, Mojave & Above.

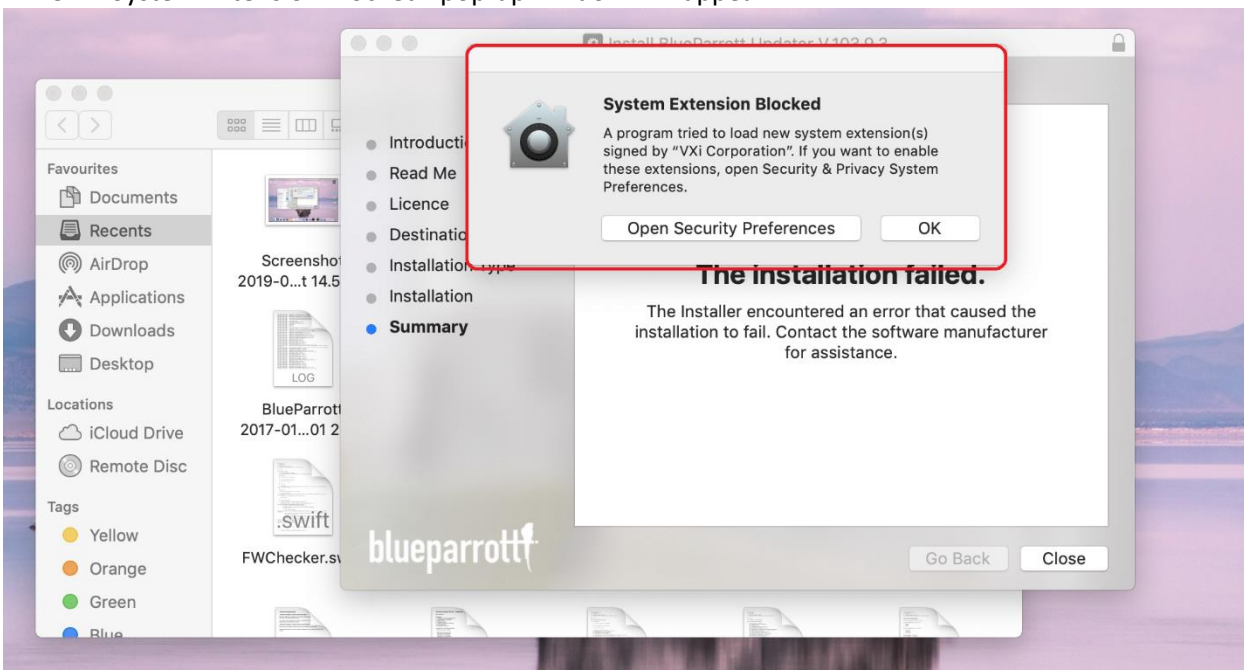
Why does it happen?

An important part of the BP Updater, the VXi driver, works on the system level extending the kernel.

Starting at High Sierra, Apple began restricting 3rd party system software kernels. A user must now enable loading of software from specific vendors in the security settings if they want to install it.

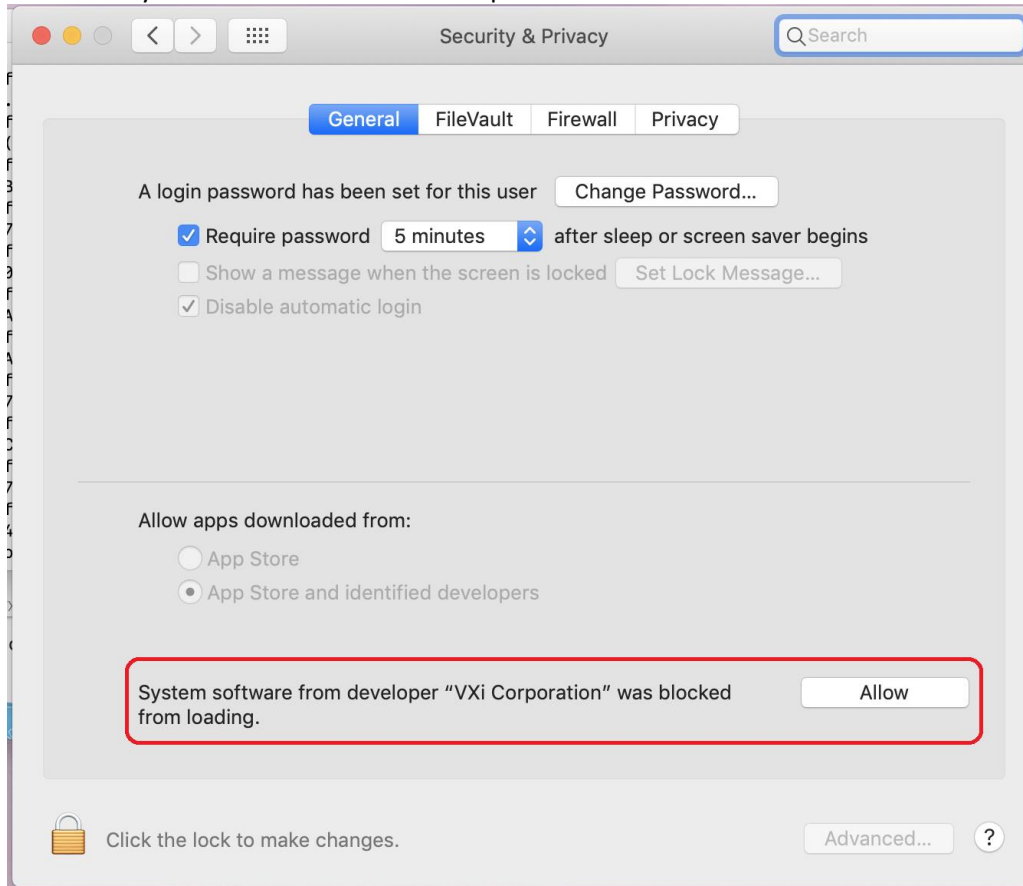
How to install BP Updater on MacOS: High Sierra, Mojave & Above

1. Start BP Updater installer.
2. Enter credentials.
3. "System Extension Blocked" pop-up window will appear.



4. Click "Open Security Preferences" button and go to Security & Privacy.

5. Allow system software from 'VXi Corporation':



Once allowed the BP Updater will work after the installation.

What happens if I miss this step?

If a user misses the "System Extension Blocked" pop-up, the approval button presents in System Preferences -> Security & Privacy for 30 minutes. If more than 30 minutes has passed the user will have to reinstall software.

Without this operation, installation will complete with a failure and the Updater will not work because of missing VXi driver kernel extension.

Do I need to do it each time?

No, it has to be done once per system. The next time you upgrade the Updater there is no need for this step.